Eastgate Center Congregations for the Homeless

SE Eastgate Way, Bellevue, WA 98005

Bellevue LUC 20.20.455 F.2 Submittal Requirements

Homeless Services Use Permit

Conditional Use Permit Submission- 12/18/20

Bellevue LUC 20.20.455 F.2 Submittal Requirements Summary

Possissment:	Shelter Operator Plan Location
Requirement:	Shelter Operator Plan Location:
. A description of the homeless population to be served by the proposed Homeless Services Use, dates and times of	
peration, and associated occupancy targets.	
. A statement of the Operator's experience at providing Homeless Services Uses, including examples of similar facilities	
nanaged by the Operator.	
. A list of transit stops and park and rides within one-half mile of the proposed Homeless Services Use.	
. A list of job retraining and education uses within one-half mile of the proposed Homeless Services Use.	
helter Operator Plan	
. A Standard Operating Procedures plan including, but not limited to:	
i. A description of how the proposed Homeless Services Uses will serve the homeless population that will be	
accommodated by the use;	Page 4. Overview
ii. A description of staffing for the proposed Homeless Services Use and the training provided to staff hired to fulfill the	
identified staffing demand;	Page 5. Staffing
iii. A description of the anticipated Providers that will serve the population that will be accommodated by the Homeless	
Services Use;	Page 7. Other Providers
iv. A description of the known Funders for the Homeless Services Use;	Page 8. Funding Sources
v. A description of the proposed Perimeter Area around the site where the Code of Conduct and applicable sections of	
the Safety and Security Plan will apply;	Page 8. Perimeter Area & Map Attachment
vi. A map of proposed travel routes that the Operator will suggest individuals use when seeking access to the Homeless	
Services Use;	Map Attachment
·	
vii. A description of the procedures used to manage intake of the homeless population that is proposed to be served;	Page 9 Intake and Attachment 1
viii. A plan for encouraging prospective occupants to provide personal identification for inclusion in the Homeless	
Management Information System (HMIS) to help increase opportunities to provide access to housing and services and	
to secure public funding for the proposed Homeless Services Use;	Attachment 1 - item 2
ix. Where appropriate and feasible, a plan for developing a Community Service Model that is tailored to the homeless	
population to be served at the location where the Homeless Services Use is proposed to be located. A Community	
Service Model is intended to provide a framework for persons experiencing homelessness to work volunteer service	
hours within the scope of their ability in the community where they are receiving support from a Homeless Services	
Use;	Page 7. Community Engagement
use,	rage 7. community Engagement
x. Where applicable, a plan to ensure that school-aged residents of the use are enrolled in school during their stay;	Not Applicable
xi. Identification of a primary point of Operator contact for assistance and referrals to send homeless individuals	Тостърновые
seeking services;	Page 3. CFH Contacts
xii. A plan for managing exterior appearance of the proposed Homeless Services Use, including trash/litter, hazardous	Tage 3. er i contacts
materials, and biohazards within the identified Perimeter Area of the site;	Code of Conduct & Safety & Security Plan
xiii. A description of how the Operator will inform and educate occupants of the Homeless Services Uses regarding the	Code of conduct & safety & security Flam
	Attachment 1, item 3 & Attachment 2
Code of Conduct; and	Page 11: Supporting the Code of Conduct; Attachment 1
xiv.A description of consequences to be imposed for violating the Code of Conduct.	item 3 & Attachment 2
A Code of Conduct that applies within the Perimeter Area to all individuals granted access to the proposed Homeless	ILEM 3 & ALLACIMENT 2
ervices Uses including, but not limited to:	
ervices oses including, but not inflited to.	
i. Respect the rights of property owners to restrict access to areas of their property that are not open to the public;	Attachment 2, Safety & Environment Subsection

elter Operator Plan- Annotated with notes cross referencing 20.20.455 F.2 Requirements	Includes notes in margin if location in the Shelter Opera Plan if not clearly identified with heading.
xiii. Identification of performance metrics that will be used to track compliance with the Safety and Security Plan.	Page 24, Documentation & Data Analysis
xii. A plan for addressing reported concerns and documenting resolution, and making this information publicly available; and	Page 24, Documentation & Data Analysis
xi. Provision of a phone number and point of contact at the site of the proposed Homeless Services Use for the community to report concerns;	Page 20, Contacts for Assistance & Referrals
x. A plan for coordination with state and local law enforcement to ensure compliance with conditions of parole, probation, or community custody, including but not limited to any residency restrictions;	Page 23, Coordination & Communication
enforcement agencies to ensure timely information sharing between agencies;	& Data Analysis
private security forces employed by surrounding property and business owners; ix. A plan for coordination and communication between the Operator, Bellevue Police, and other local and regional law	Page 23, Coordination & Communication
vii. A plan for managing individuals excluded from accessing the proposed Homeless Services Uses; viii. A plan for coordination between the Operator, Bellevue Public Safety staff (e.g., police, fire, park rangers, etc.), and	Page 21, Denial of Services/Removal from Property
vi. Implementation of registered sex offender background checks and compliance with applicable registration and notification requirements;	Page 24, Sex Offenders Compliance & Criminal Records
address behavior that is inconsistent with the Code of Conduct and Bellevue City Code;	Magnet Areas
Services Use; v. Identification of site specific magnet areas (e.g., greenbelts, parks, libraries, transit facilities, etc.) and a plan to	Magnet Areas Page 21, Disruptive Behavior w/in Perimeter Area &
iv. A plan for managing loitering, panhandling, and unpermitted camping in the Perimeter Area of the Homeless	Page 21, Disruptive Behavior w/in Perimeter Area &
iii. A plan to address disruptive behavior within a Homeless Services Use and in the Perimeter Area that infringes on the safety of occupants or employees of the use, and a description of the consequences for engaging in disruptive behavior	•
ii. A plan for deployment (including time, place and manner) of security patrols;	Page 20, Making the Rounds (Security Patrols)
d surrounding residents and businesses, including but not limited to: i. Criteria for rejection or removal of an individual seeking access to the proposed Homeless Services Use;	Page 21, Denial of Services/Removal from Property
vi. Comply with terms of Good Neighbor Agreement provisions that apply to occupants of the Homeless Services Use. A Safety and Security Plan describing measures that the Operator will employ to promote the safety of shelter occupants	Attachment 2, Safety & Environment Subsection
public camping, loitering, trespassing, panhandling, etc.); and	Attachment 2, Safety & Environment Subsection
v. Comply with City of Bellevue regulations governing public conduct (including but not limited to the prohibition on	
iv. Respect state law restrictions on smoking and use designated smoking areas where provided;	Attachment 2, Safety & Environment Subsection
ii. Use Operator-suggested routes of travel to access the Homeless Services Use; iii. Maintain the site aesthetics;	Attachment 2, Safety & Environment Subsection Attachment 2, Safety & Environment Subsection

Submittal Requirement 2a Population to be Served

Description of the homeless population to be served by the proposed Homeless Services Use, dates and times of operation, and associated occupancy targets.

CFH's Eastgate Center is intended to provide a safe and welcoming environment 24 hours a day every day of the year for men experiencing homelessness. This is an enhanced, low-barrier shelter with sleeping accommodations available for up to 100 residents along with a services center providing a safe place for men during the day. Common areas incorporate features such as staffed front desk reception/intake, multipurpose spaces for meetings & trainings, decks, patios, gardens, comfortable seating, quiet spaces, and designated smoking area. The Eastgate Center is co-located with CFH's administrative offices and other programs.

Submittal Requirement 2b CFH Experience at Providing Homeless Services

Statement of the Operator's experience at providing Homeless Services Uses, including examples of similar facilities managed by the Operator:

CFH (Congregations for the Homeless) is a 501(c)3 nonprofit organization founded in 1993 to provide a warm, safe, and hospitable place for single men to sleep and be nourished with three healthy meals each day. Today, with phenomenal partnerships and support from King County's Eastside community, CFH serves approximately 2,000 people each year with shelter, permanent subsidized housing, and life-saving supportive services – including over 125,000 meals; CFH is a healthy, fiscally stable organization with a dedicated Board and staff poised to advance its mission: partnering with men & the community to create a path from homelessness to stable living. Our core values are relationship, dignity & respect, community and empowerment. These values embody how we work with the men, community and each other.

CFH is the Eastside's only provider of shelter for adult men experiencing homelessness. In 2008, CFH added the low barrier emergency shelter to its programs. In 2019, CFH worked with community leaders and the City of Bellevue to secure a temporary location for King County's Eastside first-ever year-round emergency men's shelter and associated day center open seven days a week, 24 hours a day at Lincoln Center. The Lincoln Center services will shift to the proposed Eastgate location and continue to provide the emergency, life-saving space and dignified environment for those who are currently unhoused.

Services Provided by CFH Include:

Shelter with Services

The Lincoln Center Enhanced Shelter provides a safe, welcoming, resource- rich environment 24 hours a day every day of the year for men experiencing homelessness to rebuild their lives and obtain stable income and housing. Men in the enhanced shelter have access to safe sleeping accommodations, three nutritious meals a day, showers and laundry, storage, mail, haircuts, computers, etc... This low-barrier program serves 100 men experiencing homelessness on the Eastside each day, and between 700-900 men each year. In addition to limited case management services, CFH offers on-site housing navigation, employment navigation, medical and dental care, and professional mental health and addiction supportive services.

The Rotating Shelter (RS) is a night shelter operating from 7pm – 7am for 30 men at a given time experiencing homelessness. The RS provides a vibrant healthy community within host congregation spaces where men can rest, recover and rejuvenate. In addition to accessing case management supports, the men are able to obtain three meals a day, washers, dryers, showers, and haircuts.

Permanent Housing:

The CFH Housing Program provides 70 units of Permanent Supportive Housing in scattered sites for single men transitioning from homelessness to stable living. Men pay rent equal to 30% of their income. Each man is connected to our community of supports through case managers, house managers, agency partners and other CFH staff. In 2019, our housing program had a 95.5% success rate of keeping men housed for two years or longer, or graduating them to other permanent housing.

The CFH On and Up Housing Program provides 20 units of permanent affordable housing with light supports for men transitioning from homelessness to stable living. CFH master leases 4 plus bedroom homes on the Eastside to serve men who have income, can afford rent of \$500-\$600 a month, and need light case management support.

Case Management:

Within our shelters and permanent housing, CFH Case Managers equip and empower men to set goals, access housing resources and work towards self-sufficiency and on-going stability. Case Managers coordinate access to employment, medical, dental, substance dependence and mental health support as well as accessing basic hygiene services.

Housing Navigation and Outreach:

The CFH Navigation Program provides access to housing for men, women, and children who would otherwise be sleeping outdoors or in places that are not meant for human habitation. We do this through customized staff support in navigating an incredibly complex service and housing system coupled with one-time direct financial assistance as needed to remove housing access barriers. Since its inception in 2017, this program has found housing for approximately 300 individuals.

CFH Outreach responds to the requests from city staff, police, and the wider community in participating Eastside cities to engage with and address the needs of men, women, and families experiencing homelessness. In addition to serving as an educational resource about homelessness, the Outreach Coordinator proactively goes to places in each of these cities to find those experiencing homelessness, build relationships with them, and help connect them to needed resources.

Mental Health Counseling:

The CFH Mental Health Department addresses the psychological and emotional needs of the men annually served in our shelters and permanent subsidized housing. Five core programs comprise the delivery system of the resources necessary to meet the demand of our population: (1) individual counseling, (2) group counseling, (3) psychoeducational classes, (4) SUD treatment, (5) work recovery program. The current Mental Health Team includes a director, two university interns, and a local contracted Licensed Mental Health Counselor.

Submittal Requirement 2c

CFH Shelter Transit Proximity

Stop #1: SE Eastgate Way & Richards Rd

- Distance- 0.4 Mile
- Routes
 - o 240 Bellevue Transit Center (North and Eastbound)

Stop #2: Eastgate P&R Bay 1

- Distance- 0.4 Mile
- Routes
 - o 241 Bellevue Transit Center Factoria
 - o 245 Factoria Crossroads
 - o 240 Bellevue Transit Center
 - o 221 Eastgate P&R
 - o 271 University District

Stop #3: Eastgate P&R Bay 2

- Distance- 0.4 Mile
- Routes
 - o 245 Kirkland Crossroads
 - o 240 Renton
 - o 221 Education Hill
 - o 271 Eastgate P&R

Stop #4: I-90 & Richards Rd

- Distance- 0.4 Mile
- Routes
 - o 241 Bellevue Transit Center Factoria
 - o 212 Downtown Seattle
 - o 217 Downtown Seattle Eastgate

Submittal Requirement 2d

CFH Shelter Job Training and Education Proximity

Robert Half

- 0.3 miles
- Employment agency, Skill training
- 13920 SE Eastgate Way Suite 420, Bellevue, WA 98005

TLG Learning

- 0.6 miles
- Technology courses
- 12822 SE 32nd St, Bellevue, WA 98005

Brad Worthly

- 0.8 miles
- Customer Service, personal coaching
- 12819 SE 38th St, Bellevue, WA 98006

Bellevue College

- 0.8 miles
- GED, 2 year, 4 year programs
- 3000 Landerholm Cir SE, Bellevue, WA 98007

Shelter Operator Plan

Eastgate Center: Promoting Safety, Community, Dignity & Respect Homeless Services Use Conditional Use Permit Submission Information

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About Congregations for the Homeless

CFH (Congregations for the Homeless) is a 501(c)3 nonprofit organization founded in 1993 to provide a warm, safe, and hospitable place for single men to sleep and be nourished with three healthy meals each day. Today, with phenomenal partnerships and support from King County's Eastside community, CFH serves approximately 2,000 people each year with shelter, permanent subsidized housing, and life-saving supportive services that help men on their path to stability. CFH is a healthy, fiscally stable organization with a dedicated Board and staff poised to advance its mission.

For the past 27 years, CFH has been the Eastside's only provider of shelter for adult men experiencing homelessness. In 2008, CFH added the low barrier emergency shelter to its programs to provide emergency, life-saving space and a dignified environment for those who are currently unhoused. In 2019, CFH worked with community leaders and the City of Bellevue to secure a temporary location (Bellevue's Lincoln Center) for the Eastside's first year-round emergency men's shelter and associated day center open seven days a week, 24 hours a day. The Lincoln Center services will operate until the Eastgate Center is open at which time CFH will shift those services to the proposed Eastgate location and The Lincoln/ Eastgate Center is part of a whole system approach intended to reduce the numbers of people experiencing homelessness. The system includes outreach, emergency shelter (with multiple service supports) and affordable permanent housing with and without supports.

Vision: End Homelessness on the Eastside

Mission: Partnering with men and the community to create a path from

homelessness to stable living.

Values: The following values embody how we work with each other, our clients

and extended community

Relationships: We develop respectful and trusting relationships with those we serve and with each other.

Dignity and Respect: We approach our work with compassion, kindness, grace and we promote dignity and respect.

Community: We engage the community through collaborations, service opportunities and partnerships.

Empowerment: We support and encourage men to take responsibility and ownership over their lives.

CFH Contacts for Assistance and Referrals:

CFH General Phone Number 425-289-4044:

Outreach and Referrals, Tom Miles: 425-486-4885

Direct Phone Numbers:

Executive Director, David Bowling: 425-749-8369

Program Manager, Services: TBD

Assistant Manager, Shelter Services: TBD

Standard Operating Procedures Plan

Homelessness involves the loss of home, community, stability, safety, and social networks. People experiencing homelessness have and are experiencing trauma. Further, homelessness disproportionally impacts people of color, people with disabilities, and lesbian, gay, bisexual, transgender, and questioning (LGBTQ) populations. CFH is committed to supporting & developing trauma-informed policies, practices and resources that promote equity, cultural competence, dignity, respect, resilience, accountability, trusting relationships and empowerment.

These Standard Operating Procedures for the Eastgate Center have been drafted by CFH and incorporate the most current evidence-based practices and what we have learned and continue to learn from our community (staff, volunteers, men served, service partners, neighborhood representatives and other City of Bellevue representatives). CFH is committed to ongoing conversations with our community to evaluate and modify as appropriate. We know that, even with decades of experience, we cannot anticipate every situation; therefore, it is important to adapt to the unique neighborhoods and everchanging circumstances and learnings.

Overview of Programs and Services

CFH's Eastgate Center provides a safe and welcoming environment 24 hours a day every day of the year for men experiencing homelessness. This is an enhanced, low-barrier shelter with sleeping accommodations available for up to 100 residents along with a services center providing a safe place for men during the day. Common areas incorporate features such as staffed front desk reception/intake, multipurpose spaces for meetings & trainings, decks, patios, gardens, comfortable seating, quiet spaces, and designated smoking area. The Eastgate Center is co-located with CFH's administrative offices and other programs.

The supporting services are what make the Eastgate Center an enhanced shelter. In addition to providing access to essential services such as a safe place to be day or night, three nutritious meals a day, restrooms, showers, laundry, storage, mailing address, computers, phones, and haircuts, CFH works toward consistently offering on-site case management, housing navigation, employment navigation, medical and dental care, referrals for legal assistance and professional mental health and addiction supportive services. With the on-site resources & connections available, men have access to the supports needed to help them begin to rebuild their lives, including obtaining stable income and housing. CFH works in partnership with the Eastside Cities and King County to provide these essential services for men experiencing homelessness. This partnership relies on ongoing public and private investments. Should reductions in funding occur in future years, CFH and its partners will need to prioritize those services which will continue.

The Eastgate Shelter will be a low-barrier shelter, meaning we focus on bringing men "in" instead of keeping them "out." CFH does not require that the men we serve be sober, compliant with mental health or addiction treatment plans, or agree to participate in programs to receive services, shelter, and housing support from us. While we have a low-barrier to entry, we establish behavior-based expectations of clients designed to maintain the safety of the person and others and support the culture. We work with the men to reinforce the expected behaviors and, if needed, to find them alternative housing/shelter environments if ours is not the best fit for them.

CFH uses a trauma-informed services model which incorporates trauma awareness, safety, respect, control and choice and a strengths-based approach. The impact of trauma is significant--creating deeply embedded thoughts about self and the surrounding world. Our shelter provides a respectful place for people to just BE--a place for triage where people who are experiencing trauma on a daily basis find some safety and respite.

Our program also prioritizes empowering men by providing a place where people can be a part of the support system within a culture of dignity and respect for each other. Clients share the responsibilities for cleaning the spaces, helping prepare the meals, maintaining the outdoors space, creating a garden, and serving on committees that benefit their path to stability.

Another core value CFH employs for the success of this program is to engage the wider community through the sharing of meals, helping clients to learn to cook, giving business and employment advice and support, money management, relationship and mental health support, and holding AA and NA meetings. The housed and unhoused community working together in healthy, relational, respectful ways is part of CFH's mission and values because we know it leads to transformative changes.

Creating a welcoming community of people experiencing similar challenges and meeting people where they are at is essential to the life of our shelter. By offering a clean, safe place for men to get a peaceful night's rest and respite during the day, we can begin to build relationships and engage clients in moving toward stable living. Our shelter serves as a portal for transitioning people, a place where people can land and then move into next aspects of their lives. We strive to create an environment that serves as a launching pad, a place for growth, opportunity, education and getting healthy again, not a place of stagnation. We seek to inspire people to want to do more and motivate them to move to whatever their next "level" is. The goal is not simply to get people off the streets but to provide an opportunity for men to achieve their goals and find permanent housing.

Staffing

The management team at CFH consists of several levels of oversight. Executive Director, David Bowling, has over fifteen years of experience in shelter operations, program creation, and management. As currently contemplated, direct oversight of the operational staffing of the enhanced shelter model will be provided by a Program Manager and Program Coordinator. CFH operates a 1:25 staff to client ratio which means that we expect no fewer than three staff and most often, four, to be on-site per shift. Each shift will have a lead staff person with identified management team members on-call if not on-site. In addition, the staffing model includes three dedicated case managers, an-on-site Chef to support meal preparation and training. A Volunteer Coordinator will provide the training and support needed for our on-site volunteers to provide meals, relationship, medical, counseling, and other supports to the men throughout each day.

Summary of Positions:

<u>Program Manager:</u> This position is responsible for implementing, evaluating and updating CFH's year-round 24/7 low-barrier emergency shelter and men's center (EMS) with a team of approximately 20 CFH staff, engaging with internal and external partners and providing direct client assistance as needed.

<u>Program Coordinator:</u> This position supports the Program Manager with the daily oversight and carrying out of activities within CFH's emergency shelter and men's center, providing leadership and supervision of the Support Staff in accordance with CFH systems, policies, mission and values and providing direct client assistance.

<u>Support Staff:</u> This position helps ensure systems are in place and utilized to keep the facility operating in a structured and orderly manner as to minimize added stress. Support Staff assist with keeping the center spaces clean and organized, and ensure that activities, incidents, and needs of the spaces and clientele are communicated to the appropriate CFH team members for assistance and follow-up. Support Staff share "front desk" responsibilities and are available 24 hours a day / 7 days a week.

<u>Case Manager:</u> This position helps clients achieve wellness and autonomy, facilitates multiple care aspects of mental health support, substance dependence and relapse support, health care coordination, and all aspects a person might need to achieve stable living.

In addition, additional CFH staff supporting the men include:

- CFH licensed therapist who provides 1:1 counseling to CFH clients in addition to clinical consultation to staff members.
- CFH Housing Navigation and Diversion Coordinator who provides guidance and support toward the clients obtaining permanent stable housing.
- CFH Volunteer Coordinator provides community engagement and relationship building support.

CFH also engages the Administrative, Housing, Outreach and Case Managers as needed to provide additional back up for the emergency shelter and center staff.

Staff Training

Based on 27 years of experience, CFH prioritizes hiring people who exhibit the following qualities and attributes, recognizing that most entry-level staff will need CFH provided additional training:

- 1. Strong commitment to and passion for CFH's mission.
- 2. Understanding (or commitment to develop an understanding) of the intricacies of homelessness.
- 3. Experience, ability and willingness to work respectfully with culturally diverse people, including delivering culturally appropriate services.
- 4. A strong orientation toward social justice concerns.
- 5. Ability to be calming and helpful in difficult situations.
- 6. Ability to help create and foster an environment of respect and dignity, and empowerment, including maintaining a behavioral based, low barrier environment.
- 7. Ability to work in a setting that can be highly stressful.
- 8. Ability to work independently and with a team.
- 9. Willingness to learn and work well within a team environment.
- 10. Ability to interact with volunteers and provide leadership to those volunteers.

Once hired, staff receive training in operational and safety procedures specific to the shelter, motivational interviewing, trauma informed care, de-escalation, healthy boundaries, mental health and addiction issues, and causes, harm reduction techniques, impact and complexities of homelessness and

diversity, equity & inclusion. Staff continue to hone these skills through experience and supervision in order to better aid our clients in finding the intrinsic motivation to achieve their goals and work towards independence. Staff involved in food service operations also are expected to obtain and maintain an active food-handlers permit, a copy of which is kept on site.

CFH employs an "onboarding" training plan customized to the position and reviewed regularly with the employee's supervisor. CFH also holds mandatory and optional trainings throughout the year—attendance at which is tracked and kept in the employee's personnel file. During performance evaluations, staff members discuss & develop a plan for achieving personalized professional development goals which will support their roles.

Other Providers

CFH routinely partners with other providers and has deliberately designed the center to incorporate space for private on-site services & consultations through community partners such as:

- Eastgate Public Health
- SeaMar Community Health
- TRAC & Associates Employment Specialist
- IKRON Substance Use Disorder assessments & referral to treatment
- Catholic Community Services
- Sound
- Eastside Legal Assistance Project
- King County Housing Authority
- Muslim Community Resource Center
- American Behavioral Health, CPC, YMCA, AND DSHS
- DSHS benefit specialist
- King County Public Health Foot and Wound Care
- Mobile Dental Care

Community Engagement

CFH continually invites and considers potential community engagement opportunities. Partnering with the wider community always has been a vital element to operating CFH's successful programs due to the relationship cultivation and stewardship that takes place by connecting the housed and unhoused in ways that are effective and impactful. Our community partnerships involve meal donors, relationship building volunteers, financial donors, and community members who provide employment, counseling, medical, dental, legal, life-coaching, business creation support, and more.

We also partner with neighbors to ensure the needs of the neighborhood are understood and being addressed. CFH and it closest neighbor, Plymouth Housing, will develop a shared operations and site management plan to call out our shared goals and philosophy for the Eastgate Campus to support success for the people in and around the campus. Once the Eastgate Center is established and operational, CFH will work with our neighbors to refine the community engagement opportunities based on mutual needs and circumstances at the time. We will encourage the men to engage in this process. In our trauma-informed services model, while we do not require participation in order to receive

services, we have found many men often are eager to volunteer and engage while spending time with us.

Funding Sources -

CFH works in partnership with the Eastside Cities and King County to provide emergency shelter and essential services for men experiencing homelessness. This partnership relies on ongoing public and private investments as illustrated in the chart below. Should reductions in funding occur in future years, CFH and its partners will need to prioritize those services which will continue.

ANNUAL OPERATING & SERVICES SOURCES

Source	posed nding	Notes
Eastside Cities	\$ 900,000	
King County		\$500,000 committed for 5
	\$ 500,000	years
Foundations and Corporations	\$ 50,000	
Private Fundraising	\$ 450,000	
Gross Annual Operating Subsidy	\$ 1,900,000	

Perimeter Area and Travel Routes

The proposed map enclosed as Attachment 4 illustrates what area CFH considers the Perimeter Area where CFH will apply the Code of Conduct and applicable sections of the Safety and Security Plan for people engaging with the Eastgate Center. The Safety and Security Plan discusses managing the exterior appearance, including trash/litter, hazardous materials, and biohazards. Further, within this area, we will not allow overnight camping.

The site map in Attachment 4 illustrates the three paths of travel for people coming and going to the Eastgate Center.

ADA and Pedestrian Access	The west side of the drive aisle providing paved access directly to the center entry
Secondary Pedestrian Access	Gravel path on the eastern side of the site providing access to
Vehicular and Bicycle Access	The single driveway access to the site connecting to Eastgate Way

Neither pedestrian or vehicular access exists to the west, north, or east of the property. All proposed travel routes connect with the Eastgate right of way to the south of the Eastgate Center.

Every area has different attractions and informal travel routes that we don't fully understand until we are operational. We will continue to proactively meet with the campus and neighborhood representatives and adjust our oversight and/or seek alternative solutions based on the needs.

Intake Process & Procedures

People seeking to access services shall be directed to enter on the main floor and be welcomed into a large indoor reception area that has the ability to provide queuing & privacy for up to XX people. CFH conducts intake throughout the day which limits the number of people standing in line to access services. Men seeking access will go through a detailed intake process where information will be gathered to help CFH identify who we are serving and the barriers each man has to obtaining stability. In addition, we discuss with each man the behaviors expected in and around the center as well as their rights and responsibilities. After this information is gathered, men will be given a tour and orientation.

Eligibility for On-site Services

The Eastgate Center services are available to men who are over the age of 18 and self-identify as men (hereafter referred to as "man", "person" or "client" within this document). A person becomes a client of CFH once intake paperwork has been done and a client file has been opened in the proper software. The man must be able to perform basic Activities of Daily Living (ADL). If needed, we will work to find men alternative housing/shelter environments if ours is not the best fit for them. Women and families who arrive seeking services and/or shelter will be referred to other service providers as appropriate. CFH maintains connections with other providers to know what is available.

Returning clients will check in with reception daily. New men seeking access to services will participate in the intake process described in Attachment 1.

People Excluded from Services

Operating from a low barrier perspective means we focus on bringing men "in" instead of keeping them "out." We do not require that men be sober, compliant with mental health or addiction treatment plans, or agree to participate in programs to receive services and housing support from us. A few reasons do exist for excluding a man from receiving services (listed in order of likelihood):

- 1. Lack of space
- 2. Record of prior unacceptable behavior that resulted in a denial of services for a specified length of time ("Banned List")
- 3. Refusal to sign Code of Conduct
- 4. Inability to perform adult daily living requirements
- 5. Refusal to enter without a weapon
- 6. Inability to adhere to Sex Offense registry requirements

Actions taken vary when a person is denied services as described below:

CFH will NOT turn away men in the middle of the night if we believe they have no other place to go. Even if that means the men must sit in a separate area within the center, they are not turned back into the neighborhood.

Reason	CFH Actions Taken	Police Contacted
Shelter is full in early evening or	Men are given a list of locations	No
man refuses to sign Code of	& contact info for other shelters	
Conduct	plus a bus ticket & support	
	contacting other shelters if	
	needed.	
Excluded from receiving	Men will be asked to leave	No, unless CFH suspects any
services based on prior	immediately and reminded that	concerns to the wider
behaviors	they are not eligible for services	community, the police will be
		called regarding this person
Person is unable to perform	Work with case management	No
adult daily living activities	to find an appropriate place for	
	him to be.	
Person presents with a weapon	CFH will deny entry and	Maybe. If CFH suspects any
that he refuses to take off site	determine if Bellevue Police	concerns to the wider
	should be called based on type	community, the police will be
	of weapon and behaviors	called regarding this person
	exhibited	
Ineligible for services due to sex	CFH will work with the Bellevue	Yes
offense registry requirements	Police, they are given a list of	
	shelters that could	
	accommodate them	

Center Code of Conduct

The Eastgate Center's Code of Conduct is intended to protect the health, safety and welfare of the people in and around the Center. We are a community of people partnering together to provide a safe, clean and peaceful space to rest and renew. We treat each other with respect and we remain considerate of our neighbors, both inside and outside the shelter.

We treat ALL people with dignity and respect in a non-coercive manner. We strive to create a fair and ethical environment and drafted this initial Code of Conduct based on three key principles:

- 1. Safety A safe and open-minded community/neighborhood where all feel welcome
- 2. Effective Communication Providing clear and consistent information
- 3. Individualized Support –Considers the factors affecting each person's situation

Through the ongoing Good Neighbor Agreement process, we plan to engage the men we serve, employees and surrounding residents and businesses in refining this Code of Conduct.

All people coming to the Center are expected to honor the elements of the Code of Conduct.

Supporting the Code of Conduct

CFH's main goal is to maintain a safe, supportive environment for everyone on-site while trying to keep men experiencing homelessness able to access day and night Center services. We work to establish a positive culture through accountability, modeling and expectation setting. We know that some people will exhibit behaviors that are not in alignment with our Code of Conduct.

Behaviors which violate the Code of Conduct will be addressed by CFH staff, including management, in coordination with the people involved and service providers as appropriate. Responses will consider an investigation in the circumstances, impact to the safety, health and welfare of the community, the person's history/situation and options available. Support through case management, mental health, and on-site support groups will be employed as well as progressive consequences. Consequences can range from verbal reinforcement of the behaviors expected to permanent "banning" from the center.

In 2019, CFH responded to the men's need for access to behavioral and mental health supports by beginning our own Mental Health Program led by a licensed mental health professional who has counseling and substance-use disorder specialization. CFH is committed to maintaining and expanding this program and the partnerships which are critical to ensuring men receive mental health and substance abuse support leading to greater health and stability.

Incident Logs

Staff enter information into a daily log within a database that is monitored by management and shared with all shelter staff. Given the 24-hour nature of the center, this database is critical for all staff to keep up with what takes place throughout the day and night. These logs capture practical information regarding the well-being of individual men, the overall running of the center, maintenance needs etc. CFH also creates a record for every "incident" which also is flagged for staff review and management to read and follow up on as needed. The following incidents, or alleged incidents, trigger staff to create an incident log:

- aggressive language
- physical violence
- threats
- inappropriate boundaries
- theft
- medical issues
- suicidal ideation

- disruptive behavior
- concerning behavior due to mental health issues
- Code of Conduct violations
- Anytime emergency services are contacted (police, fire, or medical services)

The incident log includes the alleged behavior, staff actions, consequence given and follow up needed. A separate report is completed for police involvement/contact.

Safety and Security Plan

The Eastgate Center is designed to be a place of safety for a vulnerable population of men that need our assistance and help to become stable. With input provided by the Bellevue Police Department, the attached Safety and Security Plan has been drafted to support health, safety and welfare of the people in and around the Center. We expect it will be further updated over time once in our new location and in advance to address additional specific security concerns brought forward through the Good Neighbor Agreement process. the Good Neighbor Agreement

The plan addresses the following areas:

- Denial of Services / Removal from Property
- Site Management
 - Security for those accessing the Center
 - Video and Audio Surveillance
 - Making the Rounds (a.k.a. Security Patrols)
- Disruptive Behavior within Perimeter Area and Magnet Areas (including loitering, panhandling & unpermitted camping)
- Sex Offender Compliance
- Coordination & Communication with Bellevue and other local Public Safety staff
 - Communications and Training Procedures
- Lock Down and Lock Out Scenarios
- Documentation and Data Analysis
- Fire Prevention and Evacuation

Data Tracking and Reporting

CFH recognizes that data tracking and reporting provides an important picture of who we serve, their needs and whether we are successful in supporting their move toward more stable living. Given the "low-barrier to access" program model, all information is self-reported and not required. Through motivational interviewing, we encourage the men to share their information on the HMIS intake form and subsequent case management intake forms.

All data is "de-identified" for reporting purposes

Through our internal client database and intake forms, we routinely capture the following data with a requirement to report outcomes to public funders:

- 1. Drop-In Visits: Every man who comes to the Center does an intake and signs in each time he comes in for services.
- 2. Shelter Bed Night: Each man who uses the low-barrier year-round nightly shelter is assigned a bed and the number of nights spent in that bed counted.
- 3. Case Management Time: Each man who utilizes onsite case management will be tracked by hours spent and resources given and goals achieved.

CFH also captures self-reported additional information, such as

- Demographics (i.e., age & race)
- % of men with a self-reported disability
- % of men chronically homeless vs acutely homeless
- % of men who already have Medicaid/Medicare/SSI?
- Last reported residency

CFH's 2019-2020 Strategic Plan incorporates the development of a dashboard of performance measures that are routinely reviewed. This process includes determining which data points we consider to be a measure of success, which collection methods would be best to capture the performance measures, identification of the gaps between what data currently exists and what is needed, securing resources for data collection and evaluation, reconciling gaps, rolling out a dashboard that can be reasonably populated with available and reliable information and then reevaluating based on results, operationalizing program evaluation and adjustments.

In terms of the Eastgate Center, we will consider the following data points in development of the dashboard. We will evaluate which data provides important "program success" information along with our ability to reliably collect and report:

- % of men refusing ID? How long does it take to get an ID?
- Count of clients, who advance to the various phases of the programs where do they go?
 - O How many men move into regular low income housing?
 - o How many men move to the rotating shelter?
 - o How many men reunite with their families or other support systems?
- How many men accept case management within the first week and then each week after?
- How many of the men would be open to an internship or apprenticeship program?
- How many men fall back into homelessness and why?
- Count by (observed) types of homelessness, e.g. economical/financial, mental, addiction, choice, etc.
- How did they find out about the services, e.g. family, friend, other people (specify), other agencies (specify), etc.?

Attachment 1: Intake Process/Procedures

Intake Procedure:

Men new to CFH services will be connected with a CFH staff member who will invite them to participate in a private intake process. The orientation to the center's culture begins at intake. Each person will be treated with dignity and respect, and the intake process needs to be consistent and understandable with sensitivity to a person's language and cultural norms. The intake process includes 10 major steps:

- 1. Identification (ID) & Background Checks: CFH requests name and ID to verify the identity of each person, but does not require ID in order to access services. Participants to who do not have valid ID are connected with the on-site case management team for assistance in obtaining ID. A current photo of each man is taken and kept during the intake process. CFH does conduct a sex offender check on each man accessing services through the King County Sex Offender Registry. This check in conducted using the name given at intake and also using the picture taken at intake.
 - a. CFH maintains hard copy and electronic information for internal reference only which includes a picture and corresponding name of all clients, and any granted Releases of Information. Client confidentiality is maintained throughout a person's stay as well as after they leave.
 - b. Men who have a sex offense on their record are eligible for shelter and day center service if they are in compliance with their registry requirements. CFH maintains a working relationship with the Bellevue Police Department's detective in charge of Sex Offender Registry. Men with a sex offense are informed upon intake that this police officer is notified and that notification is not for punitive reasons but in order to ensure proper adherence to registry requirements.
 - c. CFH maintains a "Banned List" that will be checked upon intake. If a person is banned from receiving services, they will be asked to leave immediately and reminded that they are not eligible for services. If there are any concerns to the wider community, the police will be called regarding this person.
- 2. **HMIS Consent and Intake Form:** Staff will review the HMIS consent form and its purpose, encouraging the person to agree to provide full details for the Intake Form. Examples of current HMIS Consent and CFH Intake Forms provided as Attachment 5. These are in the process of being updated.
- 3. **Code of Conduct:** Men are informed of the purpose and scope of services offered which are all voluntary. Staff will review the Code of Conduct form in detail. Once a person signs, they will be given a copy with the original retained in a CFH confidential file. All clients must agree to, and sign, the Code of Conduct in order to access services at CFH.
 - a. Staff will review the behaviors which support the community culture, the potential steps taken, consequences associated with inappropriate behaviors, and the grievance process should clients feel that any given consequences were not appropriate.

4. Personal Items:

- a. Day time clients are allowed approximately one bag full of items due to storage constraints and the need to support health and safety through maintaining clear walkways and regular cleaning.
- b. Clients who stay overnight are allotted a storage bin where they can keep personal belongings and will also be allowed to keep one (1) other bag of personal items that must be taken with them when they leave each morning.
- c. Weapons are not allowed. CFH does not have the authority to confiscate weapons, however, police are called if a weapon is presented in a threatening manner. Any other weapon, if they self-report upon Intake, is to be taken offsite (ex. stored at a friend's home). Attempts to hide and bring weapons into the facility will result in an immediate denial of service. Small pocket knives (under 3" blade") are allowed and must be kept with stored belongings.
- d. Work tools and any other devices, which may be used in a manner that could cause serious bodily injury, must be checked in at the front desk and appropriately stored, before the client is allowed in other areas of the shelter.
- e. Items which require check-in will be tagged with the client's name and date of check-in. All check-in items will be stored in a secured cabinet, closet or room.
- **5. Health & Hygiene:** Upon entering the shelter, staff will work with men to support good hygiene and the prevention of disease and infestations through the following:
 - a. Men will be encouraged to take a shower and launder their clothes. CFH offers clean clothes and towels as needed.
 - b. If suspected, staff should discretely ask each person if they have symptoms of lice and/or scabies.
 - c. Men will be asked about contagious illness symptoms such as fever, vomiting or diarrhea.
 - d. Men suspected of potential health concerns will be referred for medical evaluation and, if needed, treatment as soon as possible. They will not be excluded from receiving CFH services.
 - e. For men seeking overnight shelter, all the clothing, luggage, or back pack the person has/wears, must be sanitized in the bed bug heater.
- **6. Service Animals & Pets:** Staff will review the existing rules and resources for men who present with animals.
 - a. CFH is seeking ways to accommodate small pets, but that hasn't yet been determined.
 - b. Properly documented service animals may only be removed or denied entry to a program facility based on their unprovoked aggression (i.e., biting, attempted biting, jumping on others, uncontrolled barking, etc.) or significant infestation by ticks or fleas.
 - i. Generalizations about a specific type of animal or possibilities of misbehavior are not sufficient.
 - ii. Assertions by other of their fear of a service animal, allergy to the animal or other similar statements are not sufficient reason to bar a medically-necessary service animal from a facility.
 - iii. The service animal must always remain under the direct control and supervision of the its owner.
 - iv. The owner is responsible for promptly cleaning up after the service animal.

- c. CFH staff and volunteers will not and cannot request specific information or details on the nature of a person's disability to validate the necessity of a service animal.
- 7. **Orientation/tour:** –Men who remain eligible for services will be given a tour of the services and spaces. The tour will include:
 - a. Review of center's culture CFH's mission, programs & values and Code of Conduct
 - b. Introduction of the CFH staff, volunteers and their roles
 - c. Information about how the program operates
 - d. Information regarding complaint procedures
 - e. Tour of the whole center
- 8. **Volunteer Opportunities** Each client is given ongoing opportunities to participate in maintaining a safe and clean environment. These opportunities are provided through daily chore sign ups, groups that oversee gardening, grounds maintenance, meals prep, and interior upkeep, etc.
- 9. Overnight Clients Upon completion of the tour and initial shower, overnight clients will be assigned a bed, sheets, 2 blankets, and a storage bin that will be for their use only while they are staying with us. Bedding will be washed in the on-site washing machines weekly. Shelter residents will be able to retain their bunk as long as they check in nightly and are following the Center code of conduct.
- 10. Daily Intake After the initial Registration, clients are checked into the data base on a daily basis. Any changes to their situation will be flagged by notes within the database. Note that center community meetings are held a minimum of weekly where the Code of Conduct is reviewed along with other updates/items of importance.

Attachment 2: Center Code of Conduct

During Intake, staff will review the Center's Code of Conduct with men to discuss the Center's culture and expected behaviors. Men accessing services are expected to initial the components of the Code of Conduct to indicate their understanding. They will be given a copy. Versions of the Code of Conduct will also be readily visible throughout the center.

CONGREGATIONS FOR THE HOMELESS Eastgate Center Code of Conduct Draft Dated July 2020

The Eastgate Center's Code of Conduct is intended to protect the health, safety and welfare of the people in and around the Center through the CFH Values of relationship, dignity & respect, community and empowerment. We are a community of people partnering together to provide a safe, clean and peaceful space to rest and renew. We treat each other with respect and we remain considerate of our neighbors, both inside and outside the shelter.

Please review and initial the components of the Code of Conduct to indicate your understanding of your rights and responsibilities associated with upholding this Code of Conduct.

Safety & Environment (Internal and Neighborhood)

We maintain a safe, respectful, supportive community. This includes, but is not limited to practicing the following things:

- Use the designated routes of travel to and from the Center
- Park in the designated areas
- Place trash in designated areas
- Preserve and protect the building or landscaped areas from damage
- Smoke in designated smoking areas only
- Keep the space clean by cleaning up after yourself and leaving spaces cleaner than when you found them
- Remain fully dressed at all times while in the shared spaces in the Center. Please wear shoes at all times for safety.
- Practice clean and healthy personal hygiene
- Remaining responsible for personal property. CFH does not assume any responsibility for personal property.
- Respect posted quiet hours

We respect the rights of all surrounding property owners; including staying out of the areas of their property that are not open the public;

- We comply with City of Bellevue regulations governing public conduct (including but not limited to the prohibition on public camping, loitering, trespassing, panhandling, etc) This includes no sleeping or loitering in vehicles on Eastgate Center property or in the surrounding neighborhood
- We refrain from illegal activity.
- We follow the terms of the Good Neighbor Agreement provisions: (TBD)

	We encourage all involved to participate in the shaping and creation of the Center environment and culture through helping to create policy and procedures and programming.
	We maintain an environment safe from weapons. You are not to bring any weapon, including without limitation guns, knives, and any object designated as a dangerous weapon by applicable law, onto the Premises. We reserve the right to reasonably determine whether any other item poses a risk to your safety or others and make rules appropriate to promote safety on the Premises and in the Building.
	We maintain an environment where respectful, supportive, non-discriminatory, inclusive language is used. Discriminatory language or behavior, including harassment, and relating to any of the following, categories is not acceptable: RACE, RELIGIOUS AFFILIATION, GENDER, SEXUAL ORIENTATION, ECONOMIC STATUS, GENDER IDENTITY, RELIGION and NATURAL ORIGIN.
	We maintain an environment where drugs and alcohol are not present for either user or sale. You are not to use, [possess] alcohol on the Premises. You may not use, [possess] federally illegal substances, federally controlled substances used or possessed illegally, or any legal substances used inappropriately. This includes, without limitation, use of prescription medications beyond the scope of a valid prescription and use of over-the-counter drugs in a way other than as described in the package directions or a written doctor's order. You are responsible for their medications at all times.
Effectiv	We need all clients and visitors to cooperate with staff and follow their instructions. All are entitled to ask for clarification of any request from staff, and are entitled to speak with management about any request they feel is unreasonable.
	_We believe that disagreements and conflict can be resolved through respectful dialogue among the parties. All are entitled to support from staff in peacefully resolving any issues that arise in the Center. Aggression, violence, or threats of violence, racist, homophobic, or any other discriminatory language will not be tolerated.
	We expect people to be treated with respect and maintain an environment where respectful, supportive, non-discriminatory, inclusive language is used. Physical violence, verbal threats or bullying behavior of any kind will not be tolerated. Discriminatory language or behavior, including harassment, and relating to any of the following, categories is not acceptable: RACE, RELIGIOUS AFFILIATION, GENDER, SEXUAL ORIENTATION, ECONOMIC STATUS, GENDER IDENTITY, RELIGION and NATIONAL ORIGIN.
Individ	ualized Support
	We encourage participation in supporting services. Clients shall be given information about and access to the on-site supportive services (case management, employment services, mental health services, addiction support, etc) and programs (groups, advisory council, gardening, arts, etc).
	We share responsibilities. Staff, volunteers and clients work individually and side-by-side doing such things as cleaning the spaces, helping prepare the meals, maintaining the outdoors space, creating a garden, and serving on committees that benefit their path to stability. Men will be provided with the resources needed to participate in these shared responsibilities.

All people coming to the Center of are expected to honor the elements of the Code of Conduct. Behaviors which violate the Code of Conduct will be addressed by CFH staff & management in coordination with the people involved and service providers as appropriate. Responses will consider an investigation in the circumstances, impact to the safety, health and welfare of the community, the person's history/situation and options available. Consequences can range from verbal reinforcement of the behaviors expected to permanent "banning" from the center. People have the right to file a grievance with CFH staff should they feel the actions taken were inappropriate. I have reviewed this document and the accompanying map with the client: Signature of CFH staff person :______ Printed Name: Date: _____ I understand and will follow this Code of Conduct in the Eastgate Center and the surrounding neighborhood. I understand that violations of this Code may result in losing my access to the shelter, the day center and other CFH services and that I have the right to file a grievance should I feel the actions taken were inappropriate. Signature of Client: Printed Name: _____ Date:

Attachment 3: Safety and Security Plan

Contacts for Assistance and Referrals:

CFH General Phone Number 425-289-4044:

Outreach and Referrals, Tom Miles:

Direct Phone Numbers:

Executive Director, David Bowling Program Manager, Services:
Assistant Manager, Shelter Services:

Site Management:

Security for those accessing the Center

CFH will maintain 24/7 staffing along with video surveillance of entrance and exit points to and from the Center. People seeking to access the shelter will be directed to a staffed reception and main entrance through signage, primary pathways and the use of restricted access doors/gateways.

The Crime Prevention Through Environmental Design (CPTED) principles have been employed during building and landscape design to support safety and security. These include, but are not limited to:

- incorporation of public, semi-private and private zones.
- Monitored video surveillance
- Clear sight lines maintaining interior and exterior visual corridors
- Lighting
- Creation of activated high use spaces

Lockdown/Lockout Procedures

Lockdown lockout protocols will be developed in conjunction with Bellevue Police Department for when potentially dangerous events take place in or around the Center. These will be finalized upon completion of the building.

Making the Rounds (a.k.a. Security Patrols)

Center staff will be responsible for monitoring the Perimeter Area parking lot, smoking areas, and outside gathering spots on an on-going basis, with a patrol of these areas occurring every 30 minutes outside of sleeping hours. Staff will partner with Center clients in order to patrol open spaces and surrounding vegetation to pick up trash and dispose of any stashed items around the property. The staff monitoring the Perimeter Area are included in the staffing plan supported in the Funding Sources stated in the Standard Operating Procedures.

Coordination with the surrounding neighbors

We partner with neighbors to ensure the needs of the neighborhood are understood and being addressed. Once the Eastgate Center is established and operational, CFH will work with our neighbors to refine those opportunities based on mutual needs and circumstances at the time.

CFH will proactively reach out to residents and businesses within approximately one walking mile of the Center in order to build an on-going relationship where any impacts connected to the Center, questions, and concerns can be shared and acted on. CFH will work with surrounding businesses and residents to identify point people to communicate with when questions and issues arise. In addition to establishing a regularly scheduled monthly neighborhood meetings, CFH will reach out via email, phone, or in person to check-in regarding the impacts of the Center. If neighbors or businesses outside of the prioritized area want to be a part of the communication, CFH will work with them as well. CFH will have a number for community members to call 24/7 with any issues.

Disruptive Behavior within Perimeter Area and Magnet Areas (including loitering, panhandling & unpermitted camping)

CFH will work with surrounding neighbors, city outreach, city, county and state law & code enforcement to help manage disruptive behavior, loitering, panhandling, and unpermitted camping in surrounding areas, with focused attention paid to the greenbelts between Eastgate and 32nd/Kamber Way, Eastgate Drive, neighboring businesses and residential areas, Eastgate Park and Ride, Factoria Mall and Bellevue College.

CFH staff will monitor the designated magnet areas on a cadence established within the Good Neighbor Agreement and when community members or the Center clients share that issues are occurring in a designated space off site and in response to being alerted to potential issues by neighbors or the men.

Denial of Services / Removal from Property

Operating from a low barrier perspective means we focus on bringing men "in" instead of keeping them "out." We do not require that people be sober, compliant with mental health or addiction treatment plans, or agree to participate in programs to receive services and housing support from us. A few reasons do exist for excluding a person from receiving services (listed in order of likelihood):

- 1. Lack of space
- 2. Record of prior unacceptable behavior that resulted in a denial of services for a specified length of time ("Banned List")
- 3. Refusal to sign Code of Conduct
- 4. Ability to perform adult daily living activities
- 5. Refusal to enter without a weapon
- 6. Inability to adhere to Sex Offense registry requirements

Actions taken vary when a person is denied services as described below:

Reason	CFH Actions Taken	Police Contacted
Shelter is full in early evening or man refuses to sign Code of	Men are given a list of locations & contact info for other shelters	No
Conduct	plus a bus ticket & support	
Conduct	contacting other shelters if	
	needed.	
Excluded from receiving	Men will be asked to leave	No, unless CFH suspects any
services based on prior	immediately and reminded that	concerns to the wider
behaviors	they are not eligible for services	community, the police will be
		called regarding this person
Person is unable to perform	Work with case management	No
adult daily living activities	to find an appropriate place for	
	him to be.	
Person presents with a weapon	CFH will deny entry and	Maybe. If CFH suspects any
that he refuses to take off site	determine if Bellevue Police	concerns to the wider
	should be called based on type	community, the police will be
	of weapon and behaviors	called regarding this person
	exhibited	
Ineligible for services due to sex	CFH will work with the Bellevue	Yes
offense registry requirements	Police, they are given a list of	
	shelters that could	
	accommodate them	

CFH will NOT turn away men in the middle of the night if we believe they have no other place to go. Even if that means the men must sit in a separate area within the center, they are not turned back into the neighborhood.

CFH's main goal is to maintain a safe, supportive environment for everyone on-site while trying to keep men experiencing homelessness able to access day and night Center services. We work to establish a positive culture through accountability, modeling and expectation setting. We know that some people will exhibit behaviors that are not in alignment with our Code of Conduct.

Behaviors which violate the Code of Conduct will be addressed by CFH staff, including management, in coordination with the people involved and service providers as appropriate. Responses will consider an investigation in the circumstances, impact to the safety, health and welfare of the community, the person's history/situation and options available. Support through case management, mental health, and on-site support groups will be employed as well as progressive consequences. Consequences can range from verbal reinforcement of the behaviors expected to permanent "banning" from the center.

Coordination & Communication with Bellevue and Other Local Public Safety Staff

CFH has a history of regular collaboration and coordination with the City of Bellevue's public safety staff which is expected to continue in the Eastgate Center site. This coordination includes compliance with conditions of parole, probation, or community custody, including but not limited to any residency restrictions. CFH will expand this coordination to include any safety officers employed by the Eastgate campus neighbors as well as the adjacent commercial spaces

Prior to the shelter opening, CFH will coordinate with the Bellevue Police to:

- Identify vehicle ingress and egress locations in case of emergency for first responders and CFH clients.
- Identify building access and staging locations (rally points) in case of emergency
- Ensure mutual understanding of property lines around the shelter and rights and responsibilities associated with the varied property ownerships; establish mutual agreements as needed
- Discuss natural and man-made barriers and pedestrian access points
- Establish regular communication and training procedures between CFH staff and the public safety staff
 - Including dispatcher communications and lock down/lock out scenarios
 - Including implementing a list of crimes and level of police responses to those crimes

CFH will engage the public safety staff in carrying out a risk analysis plan and risk/resource assessment as part of the design review and permitting. This includes review of crime prevention guidance for:

- Lighting
- Video surveillance
- Landscaping
- Hidden areas

Deployment of Police Resources (information obtained from BPD December 2020)

The Bellevue Police Department (BPD) will conduct proactive patrolling and respond quickly to any issues that require attention at this location. The site is located within police district #5 and there is always at least one officer assigned to the immediate area (when shifts overlap, more officers are working that district at the same time). BPD maintains a police substation that is located in the Factoria Mall. That station is manned by an officer (Currently the station is not manned due to COVID restrictions). The station is also used by many other officers on a daily basis for having lunch, meeting with citizens, and writing up crime reports. The presence of officers there gives us the ability to quickly respond to any situation at CFH or the surrounding neighborhood.

All District #5 officers will patrol CFH and the surrounding neighborhoods during their discretionary time (that time period when they are not actively responding to calls or investigating crimes). Patrol supervisors will monitor the officer's activity to ensure routine patrols happen.

The Factoria substation officer will be a point of contact and available to handle CFH-related matters; however, District 5 officers will respond to 911 calls for service that require an immediate and/or exigent police response.

All calls and case reports that are related to CFH will be documented. The BPD Sector Captain and the substation officer will review all such calls and ensure that trends are identified, and matters are swiftly addressed.

In the event of a serious law enforcement incident at CFH or the surrounding neighborhood, we have the ability to respond in full force with multiple officers. If the situation is dire, we can get immediate back-up from our Mutual Aid partners.

The Bellevue Police will work routinely with (but not limited to) the City of Bellevue Neighborhood Services Department, Bellevue CARES, and the City of Bellevue Homelessness Coordinator for support during police responses that do not require police enforcement action.

A Bellevue Police Detective will be assigned to monitor and manage sex offenders residing at CFH.

Documentation and Data Analysis

CFH will routinely (no less than quarterly) reconcile the CFH incident reports to the Bellevue Police Department call reports, noting negative or positive trends and discussing those with the City of Bellevue Public Safety representatives as needed. A summary of the trends will be shared during the planned neighborhood meetings.

During the Good Neighbor Agreement process CFH will work with the public safety staff and neighbors to identify performance metrics that will be used to track compliance with the Safety and Security Plan.

Sex Offenders Compliance & Criminal Records

Men with criminal records and sex offenders are eligible for shelter and day center service if they are free of warrants, are in compliance with their registry requirements and exhibit the behaviors which support the Center's Code of Conduct. CFH requests ID to verify the identity of each man seeking services. Participants to who do not have valid ID are connected with the Outreach & Navigation team for assistance in obtaining ID; however, a valid ID is not required at intake.

The person's name and photo is also compared against the Sex Offender Registry both at initial intake and approximately every 6 months thereafter if the client continues to seek services with us. CFH maintains a working relationship with the Bellevue Police Department's detective in charge of Sex Offender Registry. Men with a sex offense are informed upon intake that the detective is notified and that notification is not for punitive reasons but in order to ensure proper adherence to registry requirements.

Fire Prevention and Evacuation

CFH will incorporate fire prevention and escape plans into staff training and the weekly community meetings. The plans will be developed in coordination with Bellevue Fire prior to taking occupancy of the new Center.

Fire Prevention includes such items as:

- Test fire alarms regularly and have batteries replaced immediately if necessary.
- Allow smoking in the designated, outdoor space only. Staff will provide ash buckets and will
 monitor the area frequently.
- Staff will not leave food cooking or stoves/oven unattended

- Electrical circuits will not be overloaded
- Prohibit open flames

Fire Escape Training

- Remind people of building evacuation routes and meeting place weekly during community meetings.
- Conduct regular quarterly fire drills
- Record of emergency evacuation drills will be noted in Safety Log and include:
 - 1. Identity of the person conducting the drill.
 - 2. Date and time of the drill.
 - 3. Notification method used.
 - 4. Number of people (staff, clients, volunteers) participating.
 - 5. Any special conditions simulated.
 - 6. Problems encountered and corrective actions taken.
 - 7. Weather conditions when occupants evacuated

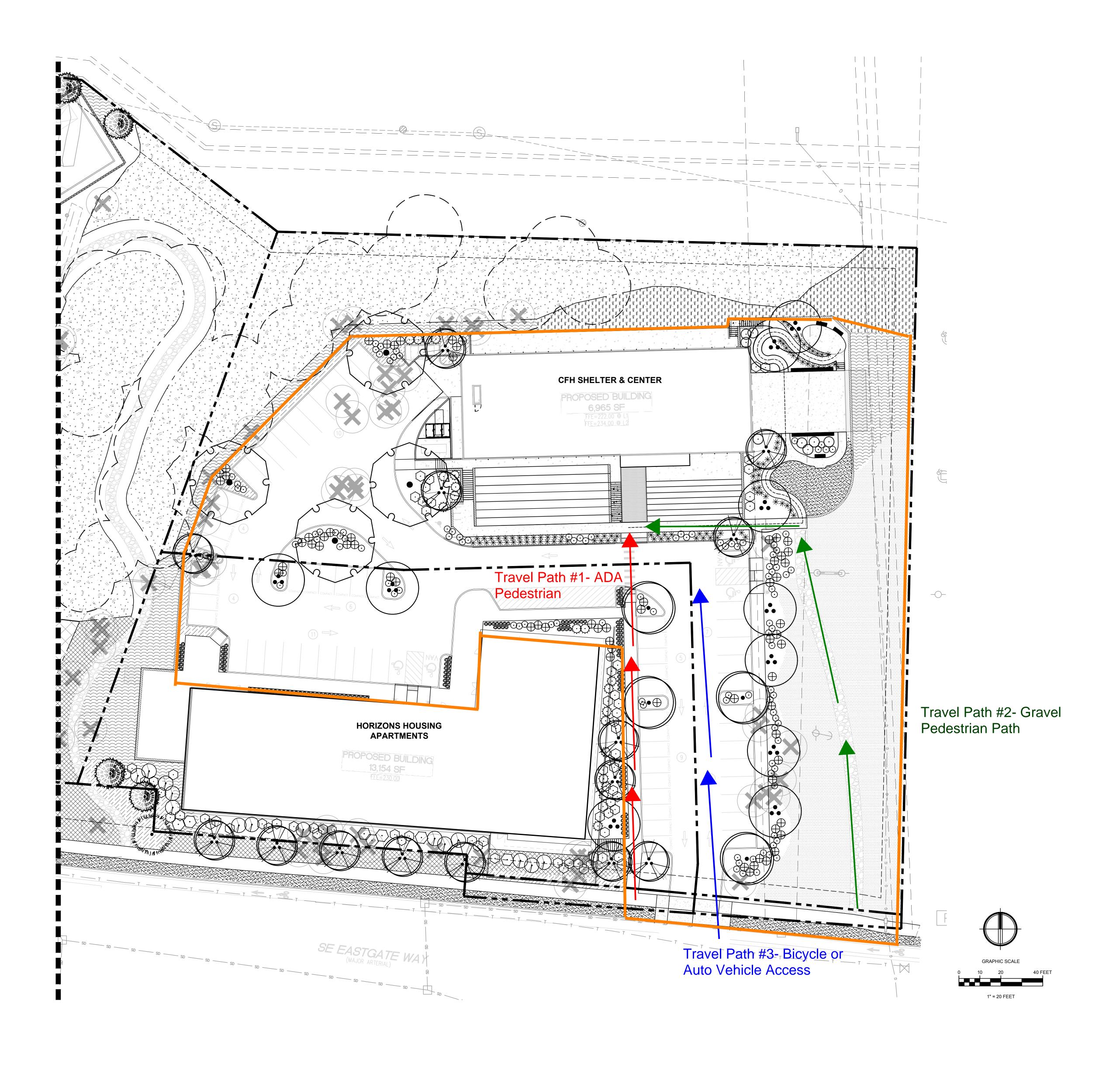
Fire Escape Plan:

- Staff who see or smell a fire will immediately activate the fire alarm and initiate the evacuation protocol. Any Center guests will notify staff of concerns
- Staff will immediately Call 911 to report the fire and stay on the line until dispatcher hangs up
- Staff will gather people at assembly point
- Account for all staff, clients, and volunteers inform fire department of any missing people



Attachment 4: Perimeter Area and Map





CFH Perimeter Area







Attachment 5: HMIS Intake Form





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Entering:

Rad	Race (select all that apply)								
	American Indian or Alaska	ın Na	tive		White/Caucasian				
	Asian				Client does not know				
	Black/African American				Client refused				
	Hawaiian or Other Pacific	Islan	der		Data Not Collected				
Eth	Ethnicity								
	Non-Hispanic/				/				
	Non-Latino				☐ Client refused				
	Hispanic/Latino				□ Data not collected				
Veteran status									
	No No		Client o	loesr	i't know				
	✓ Yes				ed				
☐ Data r					lected				
Year entered military service (year)									
Year separated from military service (year				r)					
Theater of Operations: World War II									
	No No		Client c	loesr	't know				
	Yes		Client r	efuse	ed				
	100		Data no	ot col	lected				
The	eater of Operations: Korea	ın Wa							
	No				't know				
	Yes		Client r	efuse	ed				
			Data no	ot col	lected				
The	ater of Operations: Vietna	am W		_					
	No No				i't know				
	Yes			ent refused					
				ta not collected					
The	ater of Operations: Persia	an Gı			•				
	No No				't know				
	Yes		Client r						
			Data no						
The	ater of Operations: Afgha	nista							
	No No								
	Yes			refused					
	□ Data not collected								
The	eater of Operations: Iraq (Opera		•	•				
	No				't know				
	Yes		Client r	efuse	ed				
	1 . 33		Data no	nt col	lected				

Thea	Theater of Operations: Iraq (Operation New Dawn)								
	No		Client do	esn't	know				
	Vac		Client ref	fused					
	Yes		Data not	collec	cted				
Theater of Operations: Other peace-keeping operations or military interventions (such as Lebanon, Panama, Somalia, Bosnia, Kosovo)									
	No	☐ Client doesn't know							
	Vac		Client ref	fused					
	Yes		Data not	collec	cted				
Bran	Branch of the Military								
	☐ Army ☐ Coast Guard								
	Air Force		Client do	esn't	know				
	Navy		Client ref	fused					
	Marines		Data not	colle	cted				
Disc	harge Status								
	☐ Honorable ☐ Dishonorable								
	General under honorable conditions				Uncharacterized				
	Other than honorable co	nditio	ns		Client doesn't know				
	\Box (OTH)				Client refused				
	Bad Conduct								
Date of engagement Date of engagement is defined as the date on which an interactive client relationship results in a deliberate client assessment or beginning of a case plan. Date:// 20 Sex Offender status Does the client have a sex offense on his record?YesNo									
If so, what level, and are there any mandated requirements that must be followed? Language What language is participant best able to express themselves in? □ English □ Spanish □ Other									

Where did participant spend last night?

	Place not meant for habitation						housing for formerly homeless x. CoC project, HUD legacy)			
	Emergency shelter, including hotel or r paid for w/ emergency shelter voucher				Rental by client, no ongoing housing subsidy					
	Safe Haven				Re	ntal by o	client, with VASH subsidy			
	Interim Housing				Re	ntal by o	client, with GTD TIP subsidy			
	Foster care home or group home				Rental by client, with other ongoing housing subsidy					
	Hospital or other residential non- psychiatric medical facility				Residential project or halfway house with no homeless criteria					
	Jail, prison or juvenile detention facility		Staying or living in a family member's room, apartment or house							
	☐ Long-term care facility or nursing home					Staying or living in a friend's room, apartment or house				
	Psychiatric hospital or other psychiatric facility					Transitional housing for homeless persons				
	Substance abuse treatment facility or detox center					Client doesn't know				
	Hotel or motel paid for without emerge	ncy			Cli	ent refus	sed			
	shelter voucher	-			Data not collected					
	Owned by client, no on-going housing subsidy				Owned by client, with ongoing housing subsidy					
lf L	_iving Situation is "Place not meant t	for ha	bita	tion"		1				
				No			Client doesn't know			
ls l	household's living situation in a vehicle	?		Yes	6		Client refused			
							Data not collected			
If "Yes", please select Vehicle type										
	Van		Cli	ent D	oes	n't Know	1			
	Automobile/Car		Cli	ent R	efus	sed				
	Camper/RV	□ Data Not Collected								

City Of Residence *Immediately* prior to program enrollment

Unincorporated King County (includes any community not otherwise listed)	Medina		
Algona	Mercer Island		
Auburn	Milton		
Beaux Arts	Newcastle		
Bellevue	Normandy Park		
Black Diamond	North Bend		
Bothell	Pacific		
Burien	Redmond		
Carnation	Renton		
Clyde Hill	Sammamish		
Covington	Sea Tac		
Des Moines	Seattle		
Duvall	Shoreline		
Enumclaw	Skykomish		
Federal Way	Snoqualmie		
Hunts Point	Tukwila		
Issaquah	Woodinville		
Kenmore	Yarrow Point		
Kent	Washington State (outside of King County)		
Kirkland	Outside of Washington State		
Lake Forest Park	Client Doesn't Know		
Maple Valley	Client Refused		
	Data Not Collected		

Lei	Length of stay in previous place									
	One day or less		One to three months		Client doesn't know					
	Two days to one week		More than three months, but less than one year		Client refused					
	More than one week, but less than one month		One year or longer		Data not collected					

Approximate date the most recent period		
of homelessness started	 /	/

Number of times on the streets, in emergency shelter, or safe haven in past three years

	1		Client doesn't know						
	2		Client refused						
	3		Data not collected						
	4 or more								
IF O	IF ONE OR MORE TIMES ON THE STREETS, IN ES, OR SAFE HAVEN								
Nun	nber of months homeless o	n th	e streets, in ES, or Safe	Hav	en in past three years				
	One month (this time is the first month)				Client doesn't know				
	2-12 months (specify numb	er of	of months): Client refused						
	More than 12 months				Data not collected				

City of last permanent residence

Unincorporated King County (includes any community not otherwise listed)	Medina
Algona	Mercer Island
Auburn	Milton
Beaux Arts	Newcastle
Bellevue	Normandy Park
Black Diamond	North Bend
Bothell	Pacific
Burien	Redmond
Carnation	Renton
Clyde Hill	Sammamish
Covington	Sea Tac
Des Moines	Seattle
Duvall	Shoreline
Enumclaw	Skykomish
Federal Way	Snoqualmie
Hunts Point	Tukwila
Issaquah	Woodinville
Kenmore	Yarrow Point
Kent	Washington State (outside of King County)
Kirkland	Outside of Washington State
Lake Forest Park	Client Doesn't Know
Maple Valley	Client Refused
	Data Not Collected

Dom	estic violence victim										
	No		Client doesn't know								
	Vac		Client refused								
	Yes		Data not collected								
If "ye	es" to domestic violence										
Last	Occurrence			1							
	Within the past three mor	nths			One year ago or more						
	Three to six months ago	(excl	uding six months exactly)		Client doesn't know						
					Client refused						
	Six months to one year a	go (e	excluding one year exactly)		Data not collected						
			No		Client doesn't know						
Are y	ou currently fleeing?		Yes		Client refused						
			100		Data not collected						
Disa	bling condition										
	No		Client doesn't know								
	Yes	☐ Client refused									
	162		Data not collected								
Phys	sical disability										
	No		Client doesn't know								
	Yes		Client refused								
	163		Data not collected								
IF "Y	ES" TO PHYSICAL DISA	BILI	TY	ı							
Expe	cted to be of long-continue	ed ar	nd indefinite	Client	doesn't know						
durat	tion and substantially impa		oility to live	Client	refused						
independently?					not collected						
Deve	elopmental disability										
	No		Client doesn't know								
	Vac		Client refused								
☐ Yes			Data not collected								

Chr	onic health co	ndition										
	No			Client doesn't kno	ow							
	Vaa			Client refused								
	Yes			Data not collecte	d							
If "y	es" to chronic l	nealth co	nditic	on								
Fxp	ected to be of lor	na-continu	ed ar	nd indefinite		No		Client doesn't know				
	ation and substan							Client refused				
independently?						Yes		Data not collected				
Mei	Mental health problem											
	No			7 Client doesn't know								
\Box	Yes			Client refused								
				Data not collecte	d							
IF "	YES" TO MENTA	AL HEAL	TH PI	ROBLEM		1						
Ехр	ected to be of lor	ng-continu	ed ar	nd indefinite		No		Client doesn't know				
dura	ation and substan					Yes		Client refused				
inde	pendently?					165		Data not collected				
Sub	ostance abuse	problem										
	No	□ Both	alco	hol and drug abuse	Э							
	Alcohol abuse		nt doe	esn't know								
	Alcorior abuse		nt refu	used								
	Drug abuse	□ Data	not (collected								
If "a	ilcohol abuse" "	ʻdrug abu	se" c	or "both alcohol a	nd d	rug a	buse	e"				
Exp	ected to be of lor	na-continu	ed ar	nd indefinite		No		Client doesn't know				
dura	ation and substan					Vas		Client refused				
inde	pendently?					Yes		Data not collected				

Data not collected

Income	from	any	source
--------	------	-----	--------

	No	☐ Client doesn't know				
/ ∀es		☐ Client refused				
☐ Data		Data	not collected			
If "y	es" to income from any s	ource	– in	dica	te all sources that apply	
Inco	ome Source	Amo	Amount Income Source		Amount	
	Earned Income				TANF (Temporary Assistance for Needy Families)	
	Unemployment Insurance				General Assistance (GA)	
	Supplemental Security Income (SSI)				Retirement Income from Social Security	
	Social Security Disability Income (SSDI)				Pension or retirement income from former job	
	VA Service-Connected Disability Compensation				Child support	
	VA Non-Service Connecte Disability Pension				Alimony and other spousal support	
	Private disability insurance				Other source	
	Worker's Compensation			Sp	ecify "Other"	

Receiving non-cash benefits

	No		Client doesn't know				
	Yes		Client r	Client refused			
			Data not collected				
If "	If "yes" to non-cash benefits – indicate all sources that apply						
	SNAP (Food Stamps)				Other TANF Benefit		
	7 WIC				TANF Transportation		
	TANF Childcare		□ Other source		Other source		
Spe	Specify "Other"						

Covered by health insurance

	No		Client doesn't know	
	Yes		Client refused	
			Data not collected	
If "yes" to health insurance - he		heal	th insurance coverage details	
	MEDICAID		Employer Provided	
	MEDICARE		Obtained through COBRA	
	SCHIP		Private Pay Health Insurance	
	VA Medical		State Health Insurance for Adults	
	Indian Health Services		Other Health Insurance	

If Entering Year-Round Rotating Shelter, please answer these questions:

Can you communicate effectively in English?

	No	Client doesn't know
	Yes Z	Client refused
		Data not collected

Are you a refugee/immigrant?

	No	Client doesn't know	
	Yes $\frac{L}{L}$	Client refused	
		Data not collected	

Signature of applicant stating all information is true and correct **Date**

King County Homeless Management Information System (HMIS) CLIENT CONSENT FOR DATA COLLECTION AND RELEASE OF INFORMATION

What is the HMIS?

The HMIS is a data system that stores information about homelessness services. Bitfocus, Inc. manages the HMIS for King County. The purpose of the HMIS is to improve services that support people who are homeless to get housing, and to have better access to those services, while meeting requirements of funders such as the U.S. Department of Housing and Urban Development (HUD).

What is the purpose of this form?

With this form, you can give permission to have information about you collected and shared with Partner Agencies that help King County provide housing and services. A current list of Partner Agencies is at http://kingcounty.hmis.cc/participating-agencies/

BY SIGNING THIS FORM, I AUTHORIZE King County and Bitfocus to share HMIS information with Partner Agencies. The HMIS information shared will be used to help me get housing and services. It will also be used to better understand and improve housing and homeless service programs. I understand that the Partner Agencies may change over time.

The information to be collected and shared includes:

- Name, birthday, gender, race, ethnicity, social security number, phone number, address
- Basic medical, mental health, substance use, and daily living information
- Housing Information
- Use of crisis services, hospitals and jail
- Employment, income, insurance and benefits information
- Services provided by Partner Agencies
- Results from assessments
- My photograph or other likeness (if included)

BY SIGNING THIS FORM, I UNDERSTAND THAT:

- King County, Bitfocus and Partner Agencies will keep my HMIS information private using strict privacy policies. I have the right to review their privacy policies.
- There is a small risk of a security breach, and someone might obtain my information and use it inappropriately.
- If I have questions about my privacy rights, my HMIS information, or am concerned that my information has been misused, I can contact my HMIS systems administrator at (206) 444-4001 x2.
- I can receive a copy of this Consent and the Client Information Sheet
- I may refuse to sign this Consent. If I refuse, I will not lose any benefits or services.
- This Consent will expire 7 years from my last HMIS recorded activity.
- I may revoke this Consent at any time in writing to:

Bitfocus, Inc.

ATTN: King County HMIS

5940 S Rainbow Blvd Ste 400 #60866, Las Vegas, Nevada 89118-2507

- The revocation will take effect upon receipt, except to the extent others have already acted under this Consent, and after Partner Agencies and King County have been notified so that revocation does not interfere with care or service coordination.
- My HMIS information may be further shared by the Partner Agencies to other agencies for care coordination, counseling, food, utility assistance, and other services.
- My HMIS information may be viewed by auditors or funders who review work of the Partner Agencies, including HUD, the Department of Veteran Affairs, the Department of Health and Human Services, and the Washington State Department of Commerce. I understand that the list of auditors and funders may change over time.
- My HMIS information may be used to help evaluate the quality of services provided. It may also be used for research purposes that align with King County's goals and mission.

IMPORTANT: Do not enter personally identifying information into HMIS for clients who are: 1) receiving services from domestic violence agencies; 2) currently fleeing or in danger from a domestic violence, dating violence, sexual assault or stalking situation; 3) are being served in a program that requires disclosure of HIV/AIDS status (i.e.; HOPWA); or 4) under 13 with no parent or guardian available to consent to enter the minor's information in HMIS.

If one of these situations applies to you, **DO NOT** agree to have your personal identifying information collected

).

CLIENT* INICODRAATION.

Shelter Operator Plan

Eastgate Center: Promoting Safety, Community, Dignity & Respect Homeless Services Use Conditional Use Permit Submission Information

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About Congregations for the Homeless

CFH (Congregations for the Homeless) is a 501(c)3 nonprofit organization founded in 1993 to provide a warm, safe, and hospitable place for single men to sleep and be nourished with three healthy meals each day. Today, with phenomenal partnerships and support from King County's Eastside community, CFH serves approximately 2,000 people each year with shelter, permanent subsidized housing, and life-saving supportive services that help men on their path to stability. CFH is a healthy, fiscally stable organization with a dedicated Board and staff poised to advance its mission.

For the past 27 years, CFH has been the Eastside's only provider of shelter for adult men experiencing homelessness. In 2008, CFH added the low barrier emergency shelter to its programs to provide emergency, life-saving space and a dignified environment for those who are currently unhoused. In 2019, CFH worked with community leaders and the City of Bellevue to secure a temporary location (Bellevue's Lincoln Center) for the Eastside's first year-round emergency men's shelter and associated day center open seven days a week, 24 hours a day. The Lincoln Center services will operate until the Eastgate Center is open at which time CFH will shift those services to the proposed Eastgate location and The Lincoln/ Eastgate Center is part of a whole system approach intended to reduce the numbers of people experiencing homelessness. The system includes outreach, emergency shelter (with multiple service supports) and affordable permanent housing with and without supports.

Vision: End Homelessness on the Eastside

Mission: Partnering with men and the community to create a path from

homelessness to stable living.

Values: The following values embody how we work with each other, our clients

and extended community

Relationships: We develop respectful and trusting relationships with those we serve and with each other.

Dignity and Respect: We approach our work with compassion, kindness, grace and we promote dignity and respect.

Community: We engage the community through collaborations, service opportunities

and partnerships.

Empowerment: We support and encourage men to take responsibility and ownership

over their lives.

CFH Contacts for Assistance and Referrals:

CFH General Phone Number 425-289-4044: Outreach and Referrals, Tom Miles: 425-486-4885 Direct Phone Numbers:

Executive Director, David Bowling: 425-749-8369

Program Manager, Services: TBD Assistant Manager, Shelter Services: TBD

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experience at providing Homeless Services Uses, including examples of similar facilities managed by the Operator.

Commented [L1]: A statement of the Operator's

Commented [L2]: xi. Identification of a primary point of Operator contact for assistance and referrals to send homeless individuals seeking services;

Standard Operating Procedures Plan

Homelessness involves the loss of home, community, stability, safety, and social networks. People experiencing homelessness have and are experiencing trauma. Further, homelessness disproportionally impacts people of color, people with disabilities, and lesbian, gay, bisexual, transgender, and questioning (LGBTQ) populations. CFH is committed to supporting & developing trauma-informed policies, practices and resources that promote equity, cultural competence, dignity, respect, resilience, accountability, trusting relationships and empowerment.

These Standard Operating Procedures for the Eastgate Center have been drafted by CFH and incorporate the most current evidence-based practices and what we have learned and continue to learn from our community (staff, volunteers, men served, service partners, neighborhood representatives and other City of Bellevue representatives). CFH is committed to ongoing conversations with our community to evaluate and modify as appropriate. We know that, even with decades of experience, we cannot anticipate every situation; therefore, it is important to adapt to the unique neighborhoods and everchanging circumstances and learnings.

Overview of Programs and Services

CFH's Eastgate Center provides a safe and welcoming environment 24 hours a day every day of the year for men experiencing homelessness. This is an enhanced, low-barrier shelter with sleeping accommodations available for up to 100 residents along with a services center providing a safe place for men during the day. Common areas incorporate features such as staffed front desk reception/intake, multipurpose spaces for meetings & trainings, decks, patios, gardens, comfortable seating, quiet spaces, and designated smoking area. The Eastgate Center is co-located with CFH's administrative offices and other programs.

The supporting services are what make the Eastgate Center an enhanced shelter. In addition to providing access to essential services such as a safe place to be day or night, three nutritious meals a day, restrooms, showers, laundry, storage, mailing address, computers, phones, and haircuts, CFH works toward consistently offering on-site case management, housing navigation, employment navigation, medical and dental care, referrals for legal assistance and professional mental health and addiction supportive services. With the on-site resources & connections available, men have access to the supports needed to help them begin to rebuild their lives, including obtaining stable income and housing. CFH works in partnership with the Eastside Cities and King County to provide these essential services for men experiencing homelessness. This partnership relies on ongoing public and private investments. Should reductions in funding occur in future years, CFH and its partners will need to prioritize those services which will continue.

The Eastgate Shelter will be a low-barrier shelter, meaning we focus on bringing men "in" instead of keeping them "out." CFH does not require that the men we serve be sober, compliant with mental health or addiction treatment plans, or agree to participate in programs to receive services, shelter, and housing support from us. While we have a low-barrier to entry, we establish behavior-based expectations of clients designed to maintain the safety of the person and others and support the culture. We work with the men to reinforce the expected behaviors and, if needed, to find them alternative housing/shelter environments if ours is not the best fit for them.

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Commented [L3]: Standard Operating Procedures refer to a plan developed by the Operator that address the elements required by LUC 20.20.455.F.2.e. The elements contained in the Standard Operating Procedures plan would generally be applicable to all Homeless Services Uses in Bellevue irrespective of where they are proposed to be located.

Commented [L4]: a. A description of the homeless population to be served by the proposed Homeless Services Use, dates and times of operation, and associated occupancy targets.

i. A description of how the proposed Homeless Services Uses will serve the homeless population that will be accommodated by the use;

Commented [L5]: FROM LUCA: vi. Designated and dignified privacy areas to meet the demands of the anticipated homeless population that is proposed to be served (e.g. lactation rooms, medical/counseling rooms, caseworker consultation spaces, etc.).

CFH uses a trauma-informed services model which incorporates trauma awareness, safety, respect, control and choice and a strengths-based approach. The impact of trauma is significant--creating deeply embedded thoughts about self and the surrounding world. Our shelter provides a respectful place for people to just BE--a place for triage where people who are experiencing trauma on a daily basis find some safety and respite.

Our program also prioritizes empowering men by providing a place where people can be a part of the support system within a culture of dignity and respect for each other. Clients share the responsibilities for cleaning the spaces, helping prepare the meals, maintaining the outdoors space, creating a garden, and serving on committees that benefit their path to stability.

Another core value CFH employs for the success of this program is to engage the wider community through the sharing of meals, helping clients to learn to cook, giving business and employment advice and support, money management, relationship and mental health support, and holding AA and NA meetings. The housed and unhoused community working together in healthy, relational, respectful ways is part of CFH's mission and values because we know it leads to transformative changes.

Creating a welcoming community of people experiencing similar challenges and meeting people where they are at is essential to the life of our shelter. By offering a clean, safe place for men to get a peaceful night's rest and respite during the day, we can begin to build relationships and engage clients in moving toward stable living. Our shelter serves as a portal for transitioning people, a place where people can land and then move into next aspects of their lives. We strive to create an environment that serves as a launching pad, a place for growth, opportunity, education and getting healthy again, not a place of stagnation. We seek to inspire people to want to do more and motivate them to move to whatever their next "level" is. The goal is not simply to get people off the streets but to provide an opportunity for men to achieve their goals and find permanent housing.

Staffing

The management team at CFH consists of several levels of oversight. Executive Director, David Bowling, has over fifteen years of experience in shelter operations, program creation, and management. As currently contemplated, direct oversight of the operational staffing of the enhanced shelter model will be provided by a Program Manager and Program Coordinator. CFH operates a 1:25 staff to client ratio which means that we expect no fewer than three staff and most often, four, to be on-site per shift. Each shift will have a lead staff person with identified management team members on-call if not on-site. In addition, the staffing model includes three dedicated case managers, an-on-site Chef to support meal preparation and training. A Volunteer Coordinator will provide the training and support needed for our on-site volunteers to provide meals, relationship, medical, counseling, and other supports to the men throughout each day.

Summary of Positions:

<u>Program Manager:</u> This position is responsible for implementing, evaluating and updating CFH's year-round 24/7 low-barrier emergency shelter and men's center (EMS) with a team of approximately 20 CFH staff, engaging with internal and external partners and providing direct client assistance as needed.

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Commented [L6]: ii. A description of staffing for the proposed Homeless Services Use and the training provided to staff hired to fulfill the identified staffing demand;

<u>Program Coordinator:</u> This position supports the Program Manager with the daily oversight and carrying out of activities within CFH's emergency shelter and men's center, providing leadership and supervision of the Support Staff in accordance with CFH systems, policies, mission and values and providing direct client assistance.

<u>Support Staff:</u> This position helps ensure systems are in place and utilized to keep the facility operating in a structured and orderly manner as to minimize added stress. Support Staff assist with keeping the center spaces clean and organized, and ensure that activities, incidents, and needs of the spaces and clientele are communicated to the appropriate CFH team members for assistance and follow-up. Support Staff share "front desk" responsibilities and are available 24 hours a day / 7 days a week.

<u>Case Manager:</u> This position helps clients achieve wellness and autonomy, facilitates multiple care aspects of mental health support, substance dependence and relapse support, health care coordination, and all aspects a person might need to achieve stable living.

In addition, additional CFH staff supporting the men include:

- CFH licensed therapist who provides 1:1 counseling to CFH clients in addition to clinical
 consultation to staff members.
- CFH Housing Navigation and Diversion Coordinator who provides guidance and support toward the clients obtaining permanent stable housing.
- CFH Volunteer Coordinator provides community engagement and relationship building support.

CFH also engages the Administrative, Housing, Outreach and Case Managers as needed to provide additional back up for the emergency shelter and center staff.

Staff Training

Based on 27 years of experience, CFH prioritizes hiring people who exhibit the following qualities and attributes, recognizing that most entry-level staff will need CFH provided additional training:

- 1. Strong commitment to and passion for CFH's mission.
- 2. Understanding (or commitment to develop an understanding) of the intricacies of homelessness.
- 3. Experience, ability and willingness to work respectfully with culturally diverse people, including delivering culturally appropriate services.
- 4. A strong orientation toward social justice concerns.
- 5. Ability to be calming and helpful in difficult situations.
- 6. Ability to help create and foster an environment of respect and dignity, and empowerment, including maintaining a behavioral based, low barrier environment.
- 7. Ability to work in a setting that can be highly stressful.
- 8. Ability to work independently and with a team.
- 9. Willingness to learn and work well within a team environment.
- 10. Ability to interact with volunteers and provide leadership to those volunteers.

Once hired, staff receive training in operational and safety procedures specific to the shelter, motivational interviewing, trauma informed care, de-escalation, healthy boundaries, mental health and addiction issues, and causes, harm reduction techniques, impact and complexities of homelessness and

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Commented [L7]: ii. A description of staffing for the proposed Homeless Services Use and the training provided to staff hired to fulfill the identified staffing demand:

diversity, equity & inclusion. Staff continue to hone these skills through experience and supervision in order to better aid our clients in finding the intrinsic motivation to achieve their goals and work towards independence. Staff involved in food service operations also are expected to obtain and maintain an active food-handlers permit, a copy of which is kept on site.

CFH employs an "onboarding" training plan customized to the position and reviewed regularly with the employee's supervisor. CFH also holds mandatory and optional trainings throughout the year—attendance at which is tracked and kept in the employee's personnel file. During performance evaluations, staff members discuss & develop a plan for achieving personalized professional development goals which will support their roles.

Other Providers

CFH routinely partners with other providers and has deliberately designed the center to incorporate space for private on-site services & consultations through community partners such as:

- Eastgate Public Health
- SeaMar Community Health
- TRAC & Associates Employment Specialist
- IKRON Substance Use Disorder assessments & referral to treatment
- Catholic Community Services
- Sound
- Eastside Legal Assistance Project
- King County Housing Authority
- Muslim Community Resource Center
- American Behavioral Health, CPC, YMCA, AND DSHS
- DSHS benefit specialist
- King County Public Health Foot and Wound Care
- Mobile Dental Care

Community Engagement

CFH continually invites and considers potential community engagement opportunities. Partnering with the wider community always has been a vital element to operating CFH's successful programs due to the relationship cultivation and stewardship that takes place by connecting the housed and unhoused in ways that are effective and impactful. Our community partnerships involve meal donors, relationship building volunteers, financial donors, and community members who provide employment, counseling, medical, dental, legal, life-coaching, business creation support, and more.

We also partner with neighbors to ensure the needs of the neighborhood are understood and being addressed. CFH and it closest neighbor, Plymouth Housing, will develop a shared operations and site management plan to call out our shared goals and philosophy for the Eastgate Campus to support success for the people in and around the campus. Once the Eastgate Center is established and operational, CFH will work with our neighbors to refine the community engagement opportunities based on mutual needs and circumstances at the time. We will encourage the men to engage in this process. In our trauma-informed services model, while we do not require participation in order to receive

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Commented [L8]: iii. A description of the anticipated Providers that will serve the population that will be accommodated by the Homeless Services Use; services, we have found many men often are eager to volunteer and engage while spending time with us.

Funding Sources -

CFH works in partnership with the Eastside Cities and King County to provide emergency shelter and essential services for men experiencing homelessness. This partnership relies on ongoing public and private investments as illustrated in the chart below. Should reductions in funding occur in future years, CFH and its partners will need to prioritize those services which will continue.

ANNUAL OPERATING & SERVICES SOURCES

Source		roposed Funding	Notes
Eastside Cities	\$	900,000	
King County	Ś	500,000	\$500,000 committed for 5 years
Foundations and Corporations	\$	50,000	
Private Fundraising	\$	450,000	
Gross Annual Operating Subsidy	\$	1,900,000	

Perimeter Area and Travel Routes

The proposed map enclosed as Attachment 4 illustrates what area CFH considers the Perimeter Area where CFH will apply the Code of Conduct and applicable sections of the Safety and Security Plan for people engaging with the Eastgate Center. The Safety and Security Plan discusses managing the exterior appearance, including trash/litter, hazardous materials, and biohazards. Further, within this area, we will not allow overnight camping.

The site map in Attachment 4 illustrates the three paths of travel for people coming and going to the Eastgate Center.

ADA and Pedestrian Access	The west side of the drive aisle providing paved access directly to
	the center entry
Secondary Pedestrian Access	Gravel path on the eastern side of the site providing access to
	Eastgate Way
Vehicular and Bicycle Access	The single driveway access to the site connecting to Eastgate Way

Neither pedestrian or vehicular access exists to the west, north, or east of the property. All proposed travel routes connect with the Eastgate right of way to the south of the Eastgate Center.

Every area has different attractions and informal travel routes that we don't fully understand until we are operational. We will continue to proactively meet with the campus and neighborhood representatives and adjust our oversight and/or seek alternative solutions based on the needs.

Intake Process & Procedures

People seeking to access services shall be directed to enter on the main floor and be welcomed into a large indoor reception area that has the ability to provide queuing & privacy for up to XX people. CFH conducts intake throughout the day which limits the number of people standing in line to access services. Men seeking access will go through a detailed intake process where information will be gathered to help CFH identify who we are serving and the barriers each man has to obtaining stability. In addition, we discuss with each man the behaviors expected in and around the center as well as their rights and responsibilities. After this information is gathered, men will be given a tour and orientation.

Eligibility for On-site Services

The Eastgate Center services are available to men who are over the age of 18 and self-identify as men (hereafter referred to as "man", "person" or "client" within this document). A person becomes a client of CFH once intake paperwork has been done and a client file has been opened in the proper software. The man must be able to perform basic Activities of Daily Living (ADL). If needed, we will work to find men alternative housing/shelter environments if ours is not the best fit for them. Women and families who arrive seeking services and/or shelter will be referred to other service providers as appropriate. CFH maintains connections with other providers to know what is available.

Returning clients will check in with reception daily. New men seeking access to services will participate in the intake process described in Attachment 1.

People Excluded from Services

Operating from a low barrier perspective means we focus on bringing men "in" instead of keeping them "out." We do not require that men be sober, compliant with mental health or addiction treatment plans, or agree to participate in programs to receive services and housing support from us. A few reasons do exist for excluding a man from receiving services (listed in order of likelihood):

- 1. Lack of space
- Record of prior unacceptable behavior that resulted in a denial of services for a specified length of time ("Banned List")
- 3. Refusal to sign Code of Conduct
- 4. Inability to perform adult daily living requirements
- 5. Refusal to enter without a weapon
- 6. Inability to adhere to Sex Offense registry requirements

Actions taken vary when a person is denied services as described below:

CFH will NOT turn away men in the middle of the night if we believe they have no other place to go. Even if that means the men must sit in a separate area within the center, they are not turned back into the neighborhood.

Reason	CFH Actions Taken	Police Contacted
Shelter is full in early evening or man refuses to sign Code of	Men are given a list of locations & contact info for other shelters	No
Conduct	plus a bus ticket & support contacting other shelters if needed.	
Excluded from receiving	Men will be asked to leave	No, unless CFH suspects any
services based on prior	immediately and reminded that	concerns to the wider
behaviors	they are not eligible for services	community, the police will be
		called regarding this person
Person is unable to perform	Work with case management	No
adult daily living activities	to find an appropriate place for	
	him to be.	
Person presents with a weapon	CFH will deny entry and	Maybe. If CFH suspects any
that he refuses to take off site	determine if Bellevue Police	concerns to the wider
	should be called based on type	community, the police will be
	of weapon and behaviors	called regarding this person
	exhibited	
Ineligible for services due to sex	CFH will work with the Bellevue	Yes
offense registry requirements	Police, they are given a list of	
	shelters that could	
	accommodate them	

Center Code of Conduct

The Eastgate Center's Code of Conduct is intended to protect the health, safety and welfare of the people in and around the Center. We are a community of people partnering together to provide a safe, clean and peaceful space to rest and renew. We treat each other with respect and we remain considerate of our neighbors, both inside and outside the shelter.

We treat ALL people with dignity and respect in a non-coercive manner. We strive to create a fair and ethical environment and drafted this initial Code of Conduct based on three key principles:

- 1. Safety A safe and open-minded community/neighborhood where all feel welcome
- 2. Effective Communication Providing clear and consistent information
- 3. Individualized Support –Considers the factors affecting each person's situation

Through the ongoing Good Neighbor Agreement process, we plan to engage the men we serve, employees and surrounding residents and businesses in refining this Code of Conduct.

All people coming to the Center are expected to honor the elements of the Code of Conduct.

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Commented [L9]: *i.* Respect the rights of property owners to restrict access to areas of their property that are not open to the public;

- ii. Use Operator-suggested routes of travel to access the Homeless Services Use;
- iii. Maintain the site aesthetics;
- iv. Respect state law restrictions on smoking and use designated smoking areas where provided;
- v. Comply with City of Bellevue regulations governing public conduct (including but not limited to the prohibition on public camping, loitering, trespassing, panhandling, etc.); and
- vi. Comply with terms of Good Neighbor Agreement provisions that apply to occupants of the Homeless Services Use.

LUCA definition: Code of Conduct is an agreement on rules of behavior between occupants of a Homeless Services Use and Operators and Providers offering a Homeless Services Use at a specific location. The Code of Conduct is intended to protect the health, safety and welfare of the occupants and employees of the Homeless Services Use, and the surrounding residents and businesses

Supporting the Code of Conduct

CFH's main goal is to maintain a safe, supportive environment for everyone on-site while trying to keep men experiencing homelessness able to access day and night Center services. We work to establish a positive culture through accountability, modeling and expectation setting. We know that some people will exhibit behaviors that are not in alignment with our Code of Conduct.

Behaviors which violate the Code of Conduct will be addressed by CFH staff, including management, in coordination with the people involved and service providers as appropriate. Responses will consider an investigation in the circumstances, impact to the safety, health and welfare of the community, the person's history/situation and options available. Support through case management, mental health, and on-site support groups will be employed as well as progressive consequences. Consequences can range from verbal reinforcement of the behaviors expected to permanent "banning" from the center.

In 2019, CFH responded to the men's need for access to behavioral and mental health supports by beginning our own Mental Health Program led by a licensed mental health professional who has counseling and substance-use disorder specialization. CFH is committed to maintaining and expanding this program and the partnerships which are critical to ensuring men receive mental health and substance abuse support leading to greater health and stability.

Incident Logs

Staff enter information into a daily log within a database that is monitored by management and shared with all shelter staff. Given the 24-hour nature of the center, this database is critical for all staff to keep up with what takes place throughout the day and night. These logs capture practical information regarding the well-being of individual men, the overall running of the center, maintenance needs etc. CFH also creates a record for every "incident" which also is flagged for staff review and management to read and follow up on as needed. The following incidents, or alleged incidents, trigger staff to create an incident log:

- · aggressive language
- physical violence
- threats
- inappropriate boundaries
- theft
- medical issues
- suicidal ideation

- disruptive behavior
- concerning behavior due to mental health issues
- Code of Conduct violations
- Anytime emergency services are contacted (police, fire, or medical services)

The incident log includes the alleged behavior, staff actions, consequence given and follow up needed. A separate report is completed for police involvement/contact.

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Commented [LH10]: xiv. A description of consequences to be imposed for violating the Code of Conduct.

Safety and Security Plan

The Eastgate Center is designed to be a place of safety for a vulnerable population of men that need our assistance and help to become stable. With input provided by the Bellevue Police Department, the attached Safety and Security Plan has been drafted to support health, safety and welfare of the people in and around the Center. We expect it will be further updated over time once in our new location and in advance to address additional specific security concerns brought forward through the Good Neighbor Agreement process. the Good Neighbor Agreement

The plan addresses the following areas:

- Denial of Services / Removal from Property
- Site Management
 - Security for those accessing the Center
 - o Video and Audio Surveillance
 - Making the Rounds (a.k.a. Security Patrols)
- Disruptive Behavior within Perimeter Area and Magnet Areas (including loitering, panhandling & unpermitted camping)
- Sex Offender Compliance
- · Coordination & Communication with Bellevue and other local Public Safety staff
 - o Communications and Training Procedures
- Lock Down and Lock Out Scenarios
- Documentation and Data Analysis
- Fire Prevention and Evacuation

Data Tracking and Reporting

CFH recognizes that data tracking and reporting provides an important picture of who we serve, their needs and whether we are successful in supporting their move toward more stable living. Given the "low-barrier to access" program model, all information is self-reported and not required. Through motivational interviewing, we encourage the men to share their information on the HMIS intake form and subsequent case management intake forms.

All data is "de-identified" for reporting purposes

Through our internal client database and intake forms, we routinely capture the following data with a requirement to report outcomes to public funders:

- Drop-In Visits: Every man who comes to the Center does an intake and signs in each time he
 comes in for services.
- 2. Shelter Bed Night: Each man who uses the low-barrier year-round nightly shelter is assigned a bed and the number of nights spent in that bed counted.
- 3. Case Management Time: Each man who utilizes onsite case management will be tracked by hours spent and resources given and goals achieved.

CFH also captures self-reported additional information, such as

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Commented [L11]: viii. A final Safety and Security Plan updated to incorporate input and comments received on the plan from the Bellevue Police Department.

Commented [LH12]:

From LUCA: Collaborating with the Operator to consider and evaluate metrics for success of the shelter operations, including security, sanitation, and transitioning shelter clients out of homelessness.

- Demographics (i.e., age & race)
- % of men with a self-reported disability
- % of men chronically homeless vs acutely homeless
- % of men who already have Medicaid/Medicare/SSI?
- Last reported residency

CFH's 2019-2020 Strategic Plan incorporates the development of a dashboard of performance measures that are routinely reviewed. This process includes determining which data points we consider to be a measure of success, which collection methods would be best to capture the performance measures, identification of the gaps between what data currently exists and what is needed, securing resources for data collection and evaluation, reconciling gaps, rolling out a dashboard that can be reasonably populated with available and reliable information and then reevaluating based on results, operationalizing program evaluation and adjustments.

In terms of the Eastgate Center, we will consider the following data points in development of the dashboard. We will evaluate which data provides important "program success" information along with our ability to reliably collect and report:

- % of men refusing ID? How long does it take to get an ID?
- Count of clients, who advance to the various phases of the programs where do they go?
 - o How many men move into regular low income housing?
 - O How many men move to the rotating shelter?
 - o How many men reunite with their families or other support systems?
- How many men accept case management within the first week and then each week after?
- How many of the men would be open to an internship or apprenticeship program?
- How many men fall back into homelessness and why?
- Count by (observed) types of homelessness, e.g. economical/financial, mental, addiction, choice, etc.
- How did they find out about the services, e.g. family, friend, other people (specify), other agencies (specify), etc.?

Attachment 1: Intake Process/Procedures

Intake Procedure:

Men new to CFH services will be connected with a CFH staff member who will invite them to participate in a private intake process. The orientation to the center's culture begins at intake. Each person will be treated with dignity and respect, and the intake process needs to be consistent and understandable with sensitivity to a person's language and cultural norms. The intake process includes 10 major steps:

- Identification (ID) & Background Checks: CFH requests name and ID to verify the identity of
 each person, but does not require ID in order to access services. Participants to who do not
 have valid ID are connected with the on-site case management team for assistance in obtaining
 ID. A current photo of each man is taken and kept during the intake process. CFH does conduct
 a sex offender check on each man accessing services through the King County Sex Offender
 Registry. This check in conducted using the name given at intake and also using the picture
 taken at intake.
 - a. CFH maintains hard copy and electronic information for internal reference only which includes a picture and corresponding name of all clients, and any granted Releases of Information. Client confidentiality is maintained throughout a person's stay as well as after they leave.
 - b. Men who have a sex offense on their record are eligible for shelter and day center service if they are in compliance with their registry requirements. CFH maintains a working relationship with the Bellevue Police Department's detective in charge of Sex Offender Registry. Men with a sex offense are informed upon intake that this police officer is notified and that notification is not for punitive reasons but in order to ensure proper adherence to registry requirements.
 - c. CFH maintains a "Banned List" that will be checked upon intake. If a person is banned from receiving services, they will be asked to leave immediately and reminded that they are not eligible for services. If there are any concerns to the wider community, the police will be called regarding this person.
- HMIS Consent and Intake Form: Staff will review the HMIS consent form and its purpose, encouraging the person to agree to provide full details for the Intake Form. Examples of current HMIS Consent and CFH Intake Forms provided as Attachment 5. These are in the process of being updated.
- 3. Code of Conduct: Men are informed of the purpose and scope of services offered which are all voluntary. Staff will review the Code of Conduct form in detail. Once a person signs, they will be given a copy with the original retained in a CFH confidential file. All clients must agree to, and sign, the Code of Conduct in order to access services at CFH.
 - a. Staff will review the behaviors which support the community culture, the potential steps taken, consequences associated with inappropriate behaviors, and the grievance process should clients feel that any given consequences were not appropriate.

Commented [L13]: viii. A plan for encouraging prospective occupants to provide personal identification for inclusion in the Homeless Management Information System (HMIS) to help increase opportunities to provide access to housing and services and to secure public funding for the proposed Homeless Services Use; xiii. A description of how the Operator will inform and

educate occupants of the Homeless Services Uses regarding the Code of Conduct; and xiv. A description of consequences to be imposed for violating the Code of Conduct.

4. Personal Items:

- a. Day time clients are allowed approximately one bag full of items due to storage constraints and the need to support health and safety through maintaining clear walkways and regular cleaning.
- b. Clients who stay overnight are allotted a storage bin where they can keep personal belongings and will also be allowed to keep one (1) other bag of personal items that must be taken with them when they leave each morning.
- c. Weapons are not allowed. CFH does not have the authority to confiscate weapons, however, police are called if a weapon is presented in a threatening manner. Any other weapon, if they self-report upon Intake, is to be taken offsite (ex. stored at a friend's home). Attempts to hide and bring weapons into the facility will result in an immediate denial of service. Small pocket knives (under 3" blade") are allowed and must be kept with stored belongings.
- d. Work tools and any other devices, which may be used in a manner that could cause serious bodily injury, must be checked in at the front desk and appropriately stored, before the client is allowed in other areas of the shelter.
- e. Items which require check-in will be tagged with the client's name and date of check-in. All check-in items will be stored in a secured cabinet, closet or room.
- 5. Health & Hygiene: Upon entering the shelter, staff will work with men to support good hygiene and the prevention of disease and infestations through the following:
 - a. Men will be encouraged to take a shower and launder their clothes. CFH offers clean clothes and towels as needed.
 - If suspected, staff should discretely ask each person if they have symptoms of lice and/or scabies.
 - Men will be asked about contagious illness symptoms such as fever, vomiting or diarrhea.
 - d. Men suspected of potential health concerns will be referred for medical evaluation and, if needed, treatment as soon as possible. They will not be excluded from receiving CFH services.
 - e. For men seeking overnight shelter, all the clothing, luggage, or back pack the person has/wears, must be sanitized in the bed bug heater.
- Service Animals & Pets: Staff will review the existing rules and resources for men who present with animals
 - a. CFH is seeking ways to accommodate small pets, but that hasn't yet been determined.
 - Properly documented service animals may only be removed or denied entry to a program facility based on their unprovoked aggression (i.e., biting, attempted biting, jumping on others, uncontrolled barking, etc.) or significant infestation by ticks or fleas.
 - Generalizations about a specific type of animal or possibilities of misbehavior are not sufficient.
 - ii. Assertions by other of their fear of a service animal, allergy to the animal or other similar statements are not sufficient reason to bar a medically-necessary service animal from a facility.
 - iii. The service animal must always remain under the direct control and supervision of the its owner.
 - iv. The owner is responsible for promptly cleaning up after the service animal.

- c. CFH staff and volunteers will not and cannot request specific information or details on the nature of a person's disability to validate the necessity of a service animal.
- 7. **Orientation/tour:** –Men who remain eligible for services will be given a tour of the services and spaces. The tour will include:
 - a. Review of center's culture CFH's mission, programs & values and Code of Conduct
 - b. Introduction of the CFH staff, volunteers and their roles
 - c. Information about how the program operates
 - d. Information regarding complaint procedures
 - e. Tour of the whole center
- 8. **Volunteer Opportunities** Each client is given ongoing opportunities to participate in maintaining a safe and clean environment. These opportunities are provided through daily chore sign ups, groups that oversee gardening, grounds maintenance, meals prep, and interior upkeep, etc.
- 9. Overnight Clients Upon completion of the tour and initial shower, overnight clients will be assigned a bed, sheets, 2 blankets, and a storage bin that will be for their use only while they are staying with us. Bedding will be washed in the on-site washing machines weekly. Shelter residents will be able to retain their bunk as long as they check in nightly and are following the Center code of conduct.
- 10. Daily Intake After the initial Registration, clients are checked into the data base on a daily basis. Any changes to their situation will be flagged by notes within the database. Note that center community meetings are held a minimum of weekly where the Code of Conduct is reviewed along with other updates/items of importance.

Attachment 2: Center Code of Conduct

During Intake, staff will review the Center's Code of Conduct with men to discuss the Center's culture and expected behaviors. Men accessing services are expected to initial the components of the Code of Conduct to indicate their understanding. They will be given a copy. Versions of the Code of Conduct will also be readily visible throughout the center.

CONGREGATIONS FOR THE HOMELESS Eastgate Center Code of Conduct Draft Dated July 2020

The Eastgate Center's Code of Conduct is intended to protect the health, safety and welfare of the people in and around the Center through the CFH Values of relationship, dignity & respect, community and empowerment. We are a community of people partnering together to provide a safe, clean and peaceful space to rest and renew. We treat each other with respect and we remain considerate of our neighbors, both inside and outside the shelter.

Please review and initial the components of the Code of Conduct to indicate your understanding of your rights and responsibilities associated with upholding this Code of Conduct.

Safety & Environment (Internal and Neighborhood)

__ We maintain a safe, respectful, supportive community. This includes, but is not limited to practicing the following things:

- Use the designated routes of travel to and from the Center
- Park in the designated areas
- Place trash in designated areas
- Preserve and protect the building or landscaped areas from damage
- Smoke in designated smoking areas only
- Keep the space clean by cleaning up after yourself and leaving spaces cleaner than when you found them
- Remain fully dressed at all times while in the shared spaces in the Center. Please wear shoes at all times for safety.
- Practice clean and healthy personal hygiene
- Remaining responsible for personal property. CFH does not assume any responsibility for personal property.
- Respect posted quiet hours

_ We respect the rights of all surrounding property owners; including staying out of the areas of their property that are not open the public;

- We comply with City of Bellevue regulations governing public conduct (including but not limited to the
 prohibition on public camping, loitering, trespassing, panhandling, etc) This includes no sleeping or
 loitering in vehicles on Eastgate Center property or in the surrounding neighborhood
- We refrain from illegal activity.
- We follow the terms of the Good Neighbor Agreement provisions: (TBD)

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Commented [L14]: *i.* Respect the rights of property owners to restrict access to areas of their property that are not open to the public;

- ii. Use Operator-suggested routes of travel to access the Homeless Services Use;
- iii. Maintain the site aesthetics;
- iv. Respect state law restrictions on smoking and use designated smoking areas where provided;
- Comply with City of Bellevue regulations governing public conduct (including but not limited to the prohibition on public camping, loitering, trespassing, panhandling, etc.); and
- vi. Comply with terms of Good Neighbor Agreement provisions that apply to occupants of the Homeless Services Use.

We encourage all involved to participate in the shaping and creation of the Center environment and culture through helping to create policy and procedures and programming.
We maintain an environment safe from weapons. You are not to bring any weapon, including without limitation guns, knives, and any object designated as a dangerous weapon by applicable law, onto the Premises. We reserve the right to reasonably determine whether any other item poses a risk to your safety or others and make rules appropriate to promote safety on the Premises and in the Building.
We maintain an environment where respectful, supportive, non-discriminatory, inclusive language is used. Discriminatory language or behavior, including harassment, and relating to any of the following, categories is not acceptable: RACE, RELIGIOUS AFFILIATION, GENDER, SEXUAL ORIENTATION, ECONOMIC STATUS, GENDER IDENTITY, RELIGION and NATURAL ORIGIN.
We maintain an environment where drugs and alcohol are not present for either user or sale. You are not to use, [possess] alcohol on the Premises. You may not use, [possess] federally illegal substances, federally controlled substances used or possessed illegally, or any legal substances used inappropriately. This includes, without limitation, use of prescription medications beyond the scope of a valid prescription and use of over-the-counter drugs in a way other than as described in the package directions or a written doctor's order. You are responsible for their medications at all times.
Effective Communication We need all clients and visitors to cooperate with staff and follow their instructions. All are entitled to ask for clarification of any request from staff, and are entitled to speak with management about any request they feel is unreasonable.
We believe that disagreements and conflict can be resolved through respectful dialogue among the parties. All are entitled to support from staff in peacefully resolving any issues that arise in the Center. Aggression, violence, or threats of violence, racist, homophobic, or any other discriminatory language will not be tolerated.
We expect people to be treated with respect and maintain an environment where respectful, supportive, non-discriminatory, inclusive language is used. Physical violence, verbal threats or bullying behavior of any kind will not be tolerated. Discriminatory language or behavior, including harassment, and relating to any of the following, categories is not acceptable: RACE, RELIGIOUS AFFILIATION, GENDER, SEXUAL ORIENTATION, ECONOMIC STATUS, GENDER IDENTITY, RELIGION and NATIONAL ORIGIN.
Individualized Support
We encourage participation in supporting services. Clients shall be given information about and access to the on-site supportive services (case management, employment services, mental health services, addiction support, etc) and programs (groups, advisory council, gardening, arts, etc).
We share responsibilities. Staff, volunteers and clients work individually and side-by-side doing such things as cleaning the spaces, helping prepare the meals, maintaining the outdoors space, creating a garden, and serving on committees that benefit their path to stability. Men will be provided with the resources needed to participate in these shared responsibilities.

All people coming to the Center of are expected to honor the elements of the Code of Conduct. Behaviors which violate the Code of Conduct will be addressed by CFH staff & management in coordination with the people involved and service providers as appropriate. Responses will consider an investigation in the circumstances, impact to the safety, health and welfare of the community, the person's history/situation and options available. Consequences can range from verbal reinforcement of the behaviors expected to permanent "banning" from the center. People have the right to file a grievance with CFH staff should they feel the actions taken were inappropriate.
I have reviewed this document and the accompanying map with the client:
Signature of CFH staff person :
Printed Name:
Date:
I understand and will follow this Code of Conduct in the Eastgate Center and the surrounding neighborhood.
understand that violations of this Code may result in losing my access to the shelter, the day center and other
CFH services and that I have the right to file a grievance should I feel the actions taken were inappropriate.
Signature of Client:
Printed Name:
Date:

Attachment 3: Safety and Security Plan

Contacts for Assistance and Referrals:

CFH General Phone Number 425-289-4044: Outreach and Referrals, Tom Miles:

Direct Phone Numbers:

Executive Director, David Bowling Program Manager, Services:
Assistant Manager, Shelter Services:

Site Management:

Security for those accessing the Center

CFH will maintain 24/7 staffing along with video surveillance of entrance and exit points to and from the Center. People seeking to access the shelter will be directed to a staffed reception and main entrance through signage, primary pathways and the use of restricted access doors/gateways.

The Crime Prevention Through Environmental Design (CPTED) principles have been employed during building and landscape design to support safety and security. These include, but are not limited to:

- incorporation of public, semi-private and private zones.
- Monitored video surveillance
- Clear sight lines maintaining interior and exterior visual corridors
- Lighting
- Creation of activated high use spaces

Lockdown/Lockout Procedures

Lockdown lockout protocols will be developed in conjunction with Bellevue Police Department for when potentially dangerous events take place in or around the Center. These will be finalized upon completion of the building.

Making the Rounds (a.k.a. Security Patrols)

Center staff will be responsible for monitoring the Perimeter Area parking lot, smoking areas, and outside gathering spots on an on-going basis, with a patrol of these areas occurring every 30 minutes outside of sleeping hours. Staff will partner with Center clients in order to patrol open spaces and surrounding vegetation to pick up trash and dispose of any stashed items around the property. The staff monitoring the Perimeter Area are included in the staffing plan supported in the Funding Sources stated in the Standard Operating Procedures.

Coordination with the surrounding neighbors

We partner with neighbors to ensure the needs of the neighborhood are understood and being addressed. Once the Eastgate Center is established and operational, CFH will work with our neighbors to refine those opportunities based on mutual needs and circumstances at the time.

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Commented [L15]: g. A Safety and Security Plan describing measures that the Operator will employ to promote the safety of shelter occupants and surrounding residents and businesses, including but not limited to:

- i. Criteria for rejection or removal of an individual seeking access to the proposed Homeless Services
 ii. A plan for deployment (including time, place and manner) of security patrols;
- iii. A plan to address disruptive behavior within a Homeless Services Use and in the Perimeter Area that infringes on the safety of occupants or employees of the use, and a description of the consequences for engaging in disruptive behavior;
- iv. A plan for managing loitering, panhandling, and unpermitted camping in the Perimeter Area of the Homeless Services Use;
- v. Identification of site specific magnet areas (e.g., greenbelts, parks, libraries, transit facilities, etc.) and a plan to address behavior that is inconsistent with the Code of Conduct and Bellevue City Code;
- vi. Implementation of registered sex offender background checks and compliance with applicable registration and notification requirements;
- vii. A plan for managing individuals excluded from accessing the proposed Homeless Services Uses; viii. A plan for coordination between the Operator, Bellevue Public Safety staff (e.g., police, fire, park rangers, etc.), and private security forces employed by surrounding property and business owners;
- ix. A plan for coordination and communication between the Operator, Bellevue Police, and other local and regional law enforcement agencies to ensure timely information sharing between agencies;
- x. A plan for coordination with state and local law enforcement to ensure compliance with conditions of parole, probation, or community custody, including but not limited to any residency restrictions;
- xi. Provision of a phone number and point of contact at the site of the proposed Homeless Services Use for the community to report concerns;
- xii. A plan for addressing reported concerns and documenting resolution, and making this information publicly available; and
- xiii. Identification of performance metrics that will be used to track compliance with the Safety and Security Plan.

LUCA: Safety and Security Plan refers to a plan developed by the Operator and updated to reflect input provided by the Bellevue Police Department to address security concerns regarding a Homeless Services Use that is proposed at a specific location

Video surveillance of entrance and exit points to and from any structure housing a Homeless Services Use.

Commented [L16]: xi. Identification of a primary point of Operator contact for assistance and referrals to send homeless individuals seeking services;

CFH will proactively reach out to residents and businesses within approximately one walking mile of the Center in order to build an on-going relationship where any impacts connected to the Center, questions, and concerns can be shared and acted on. CFH will work with surrounding businesses and residents to identify point people to communicate with when questions and issues arise. In addition to establishing a regularly scheduled monthly neighborhood meetings, CFH will reach out via email, phone, or in person to check-in regarding the impacts of the Center. If neighbors or businesses outside of the prioritized area want to be a part of the communication, CFH will work with them as well. CFH will have a number for community members to call 24/7 with any issues.

Disruptive Behavior within Perimeter Area and Magnet Areas (including loitering, panhandling & unpermitted camping)

CFH will work with surrounding neighbors, city outreach, city, county and state law & code enforcement to help manage disruptive behavior, loitering, panhandling, and unpermitted camping in surrounding areas, with focused attention paid to the greenbelts between Eastgate and 32nd/Kamber Way, Eastgate Drive, neighboring businesses and residential areas, Eastgate Park and Ride, Factoria Mall and Bellevue College.

CFH staff will monitor the designated magnet areas on a cadence established within the Good Neighbor Agreement and when community members or the Center clients share that issues are occurring in a designated space off site and in response to being alerted to potential issues by neighbors or the men.

Denial of Services / Removal from Property

Operating from a low barrier perspective means we focus on bringing men "in" instead of keeping them "out." We do not require that people be sober, compliant with mental health or addiction treatment plans, or agree to participate in programs to receive services and housing support from us. A few reasons do exist for excluding a person from receiving services (listed in order of likelihood):

- 1. Lack of space
- 2. Record of prior unacceptable behavior that resulted in a denial of services for a specified length of time ("Banned List")
- 3. Refusal to sign Code of Conduct
- 4. Ability to perform adult daily living activities
- 5. Refusal to enter without a weapon
- 6. Inability to adhere to Sex Offense registry requirements

Actions taken vary when a person is denied services as described below:

Reason	CFH Actions Taken	Police Contacted
Shelter is full in early evening or	Men are given a list of locations	No
man refuses to sign Code of	& contact info for other shelters	
Conduct	plus a bus ticket & support	
	contacting other shelters if	
	needed.	
Excluded from receiving	Men will be asked to leave	No, unless CFH suspects any
services based on prior	immediately and reminded that	concerns to the wider
behaviors	they are not eligible for services	community, the police will be
		called regarding this person
Person is unable to perform	Work with case management	No
adult daily living activities	to find an appropriate place for	
	him to be.	
Person presents with a weapon	CFH will deny entry and	Maybe. If CFH suspects any
that he refuses to take off site	determine if Bellevue Police	concerns to the wider
	should be called based on type	community, the police will be
	of weapon and behaviors	called regarding this person
	exhibited	
Ineligible for services due to sex	CFH will work with the Bellevue	Yes
offense registry requirements	Police, they are given a list of	
	shelters that could	
	accommodate them	

CFH will NOT turn away men in the middle of the night if we believe they have no other place to go. Even if that means the men must sit in a separate area within the center, they are not turned back into the neighborhood.

CFH's main goal is to maintain a safe, supportive environment for everyone on-site while trying to keep men experiencing homelessness able to access day and night Center services. We work to establish a positive culture through accountability, modeling and expectation setting. We know that some people will exhibit behaviors that are not in alignment with our Code of Conduct.

Behaviors which violate the Code of Conduct will be addressed by CFH staff, including management, in coordination with the people involved and service providers as appropriate. Responses will consider an investigation in the circumstances, impact to the safety, health and welfare of the community, the person's history/situation and options available. Support through case management, mental health, and on-site support groups will be employed as well as progressive consequences. Consequences can range from verbal reinforcement of the behaviors expected to permanent "banning" from the center.

Coordination & Communication with Bellevue and Other Local Public Safety Staff

CFH has a history of regular collaboration and coordination with the City of Bellevue's public safety staff which is expected to continue in the Eastgate Center site. This coordination includes compliance with conditions of parole, probation, or community custody, including but not limited to any residency restrictions. CFH will expand this coordination to include any safety officers employed by the Eastgate campus neighbors as well as the adjacent commercial spaces

Prior to the shelter opening, CFH will coordinate with the Bellevue Police to:

- Identify vehicle ingress and egress locations in case of emergency for first responders and CFH clients.
- Identify building access and staging locations (rally points) in case of emergency
- Ensure mutual understanding of property lines around the shelter and rights and responsibilities associated with the varied property ownerships; establish mutual agreements as needed
- Discuss natural and man-made barriers and pedestrian access points
- Establish regular communication and training procedures between CFH staff and the public safety staff
 - o Including dispatcher communications and lock down/lock out scenarios
 - Including implementing a list of crimes and level of police responses to those crimes

CFH will engage the public safety staff in carrying out a risk analysis plan and risk/resource assessment as part of the design review and permitting. This includes review of crime prevention guidance for:

- Lighting
- Video surveillance
- Landscaping
- Hidden areas

Deployment of Police Resources (information obtained from BPD December 2020)

The Bellevue Police Department (BPD) will conduct proactive patrolling and respond quickly to any issues that require attention at this location. The site is located within police district #5 and there is always at least one officer assigned to the immediate area (when shifts overlap, more officers are working that district at the same time). BPD maintains a police substation that is located in the Factoria Mall. That station is manned by an officer (Currently the station is not manned due to COVID restrictions). The station is also used by many other officers on a daily basis for having lunch, meeting with citizens, and writing up crime reports. The presence of officers there gives us the ability to quickly respond to any situation at CFH or the surrounding neighborhood.

All District #5 officers will patrol CFH and the surrounding neighborhoods during their discretionary time (that time period when they are not actively responding to calls or investigating crimes). Patrol supervisors will monitor the officer's activity to ensure routine patrols happen.

The Factoria substation officer will be a point of contact and available to handle CFH-related matters; however, District 5 officers will respond to 911 calls for service that require an immediate and/or exigent police response.

All calls and case reports that are related to CFH will be documented. The BPD Sector Captain and the substation officer will review all such calls and ensure that trends are identified, and matters are swiftly addressed.

In the event of a serious law enforcement incident at CFH or the surrounding neighborhood, we have the ability to respond in full force with multiple officers. If the situation is dire, we can get immediate back-up from our Mutual Aid partners.

The Bellevue Police will work routinely with (but not limited to) the City of Bellevue Neighborhood Services Department, Bellevue CARES, and the City of Bellevue Homelessness Coordinator for support during police responses that do not require police enforcement action.

A Bellevue Police Detective will be assigned to monitor and manage sex offenders residing at CFH.

Documentation and Data Analysis

CFH will routinely (no less than quarterly) reconcile the CFH incident reports to the Bellevue Police Department call reports, noting negative or positive trends and discussing those with the City of Bellevue Public Safety representatives as needed. A summary of the trends will be shared during the planned neighborhood meetings.

During the Good Neighbor Agreement process CFH will work with the public safety staff and neighbors to identify performance metrics that will be used to track compliance with the Safety and Security Plan.

Sex Offenders Compliance & Criminal Records

Men with criminal records and sex offenders are eligible for shelter and day center service if they are free of warrants, are in compliance with their registry requirements and exhibit the behaviors which support the Center's Code of Conduct. CFH requests ID to verify the identity of each man seeking services. Participants to who do not have valid ID are connected with the Outreach & Navigation team for assistance in obtaining ID; however, a valid ID is not required at intake.

The person's name and photo is also compared against the Sex Offender Registry both at initial intake and approximately every 6 months thereafter if the client continues to seek services with us. CFH maintains a working relationship with the Bellevue Police Department's detective in charge of Sex Offender Registry. Men with a sex offense are informed upon intake that the detective is notified and that notification is not for punitive reasons but in order to ensure proper adherence to registry requirements.

Fire Prevention and Evacuation

CFH will incorporate fire prevention and escape plans into staff training and the weekly community meetings. The plans will be developed in coordination with Bellevue Fire prior to taking occupancy of the new Center.

Fire Prevention includes such items as:

- Test fire alarms regularly and have batteries replaced immediately if necessary.
- Allow smoking in the designated, outdoor space only. Staff will provide ash buckets and will
 monitor the area frequently.
- Staff will not leave food cooking or stoves/oven unattended

- Electrical circuits will not be overloaded
- Prohibit open flames

Fire Escape Training

- Remind people of building evacuation routes and meeting place weekly during community meetings.
- Conduct regular quarterly fire drills
- Record of emergency evacuation drills will be noted in Safety Log and include:
 - 1. Identity of the person conducting the drill.
 - 2. Date and time of the drill.
 - 3. Notification method used.
 - 4. Number of people (staff, clients, volunteers) participating.
 - 5. Any special conditions simulated.
 - 6. Problems encountered and corrective actions taken.
 - 7. Weather conditions when occupants evacuated

Fire Escape Plan:

- Staff who see or smell a fire will immediately activate the fire alarm and initiate the evacuation protocol. Any Center guests will notify staff of concerns
- Staff will immediately Call 911 to report the fire and stay on the line until dispatcher hangs up
- Staff will gather people at assembly point
- Account for all staff, clients, and volunteers inform fire department of any missing people









Attachment 5: HMIS Intake Form

